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Canyon Ranch Partners with ADP to Automate Benefits Administration

The Challenge

Since 1979, Canyon Ranch has been the industry leader in healthy living and luxury spa vacations. Its mission is to provide guests with an immersive mind-and-body wellness experience in a relaxed setting of casual elegance and unsurpassed service. But their commitment to a culture of wellness is not exclusive to the customer experience alone – Canyon Ranch believes its culture should be equally reflected in its employment brand and understands that employee benefits plays a key role in employee wellness and retention.

With staff that is diverse and multi-generational, ranging from therapists and physiologists to dieticians, chefs and housekeeping personnel, Canyon Ranch sought a benefits platform to automate their manual, paper driven enrollment process, engage employees with information relevant to their personal situation, and help maintain compliance with ever changing Affordable Care Act (ACA) regulations.

The Action

In order to reduce redundancies and build efficiency, Canyon Ranch automated their benefits management with the ADP® Health and Welfare Service Engine. The immediate advantage was the elimination of the manual, stressful and time consuming process of collating materials, stuffing envelopes, mailing enrollment packages to employees, chasing them to return the forms and trying to keep track of who has and hasn't returned forms.

Employees and new hires now have the flexibility to enroll online at their convenience, even if they are on vacation during open enrollment. A single entry into Canyon Ranch's HRIS system feeds each vendors' database (medical, dental, vision, etc.) and makes it easy to update when changes or corrections need to be

Results of Automation

- Saves Canyon Ranch's HRIS team approximately 416 hours per year per employee
- Saves administrators approximately 120 hours per year through online benefits enrollment
- Shortened the open enrollment period by approximately three weeks
- Delivers approximately \$10,000 in labor cost savings annually

made. Plus, centralized administration of benefits and claims support provides administrators with quick access to reports needed for forecasting and budgeting.

Approximately 20-25 percent of Canyon Ranch employees are older or do not speak English as their first language, so they require assistance with the enrollment process. And, with multiple generations with differing financial needs and concerns depending on their stage of life or family situations, benefit administrators can now spend time focusing on individual employee needs.

"The benefit of partnering with ADP has been more efficiency - it has helped us streamline the process and save at least eight hours per week for each of our HR employees."

Pam Peterson
Corporate People Services Manager

The Impact

Moving from a manual paper process to an automated one has been a game changer for Canyon Ranch's HRIS team, reducing their workload by approximately 8 hours per week, per employee. Reports allow them to quickly see who still needs to enroll and email reminders can be sent through the system. As a result, open enrollment time has been shortened by several weeks. Now, administrators can spend their time on more strategic corporate objectives like recruiting top talent, onboarding new hires and helping their employees navigate their benefits.

Online access has greatly improved the employee experience by giving staff the ability to register online, access their benefits and look for doctors and hospitals – all in one place. A consistent process with a single point of entry also reduces the potential for data entry errors.

Streamlined administration through ADP helps keep Canyon Ranch ACA compliant and reporting and analytics make it easy to identify cost drivers of benefits administration to better manage those costs.

“Prior to [implementing] the ADP Health and Welfare Service Engine, our benefits management was a highly paper driven process. If somebody wanted to make a change to a form, it was like trying to find a needle in a haystack. All changes such as new enrollments, dependent changes and terminations were hand written, sometimes illegibly, and were then manually entered by our HRIS team in ADP, and additionally manually entered at each vendor website (medical, dental, and vision) – it was time consuming and inefficient.”

[Click here](#) to put ADP's benefits expertise to work for your business.

* Source: <https://www.shrm.org/about-shrm/press-room/press-releases/pages/human-capital-benchmarking-report.aspx>

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