

SUCCESS STORY

Secure-24

Secure-24 used the Sovos ACA solution to efficiently navigate the reporting process and take the pressure off its internal staff.

Background



Secure-24 helps enterprises turn IT challenges into business opportunities, relying

on 15 years of experience to deliver managed IT operations, application hosting, and managed cloud services to organizations worldwide. The company manages applications including SAP, Oracle E-Business Suite, and Hyperion. Its headquarters are in the suburban Detroit area.

Secure-24 has a fully-insured health plan with 400 registered employees and had previously worked with various benefits brokers to achieve compliance, but was right in the middle of switching brokers when ACA reporting was first rolled out.

The Challenge

With limited HR resources and no staff members within the company who had ACA expertise at the time, Secure-24 elected to lean on its benefits broker for assistance. However, the company had mistakenly thought that its previous broker had handled ACA reporting when in fact it had not done so. The reporting process was complex and multifaceted, and the HR team was unprepared to deal with it. Suddenly, Secure-24's HR team found



“It was all done so professionally and so well that I couldn’t have asked for a better service or a better provider. I think the whole entire thing was done exceptionally well.”

- Marcia Liverance
Human Resources Manager

itself in a bind with limited internal IT resources that had no capacity to take on such a time-consuming endeavor internally.

Solution

Secure-24 sought a third-party provider that had the capacity to stay on top of IRS regulatory changes and could manage the complexity of its data transmittals. Fortunately, Secure-24's broker — Marsh & McLennan — referred the HR team to Sovos.

Why Sovos?

Secure-24 felt confident in Sovos' abilities to handle transmittals and regulatory analysis, and appreciated the software's quick deployment and ease-of-use. Secure-24 was also swayed by Sovos' 30 years of experience as a proven provider working with IRS transmittals. The company also found that the price was affordable and provided great value for its needs.

Features and Benefits

Sovos helped managed Secure-24's transition process, providing responsive client support and the valuable Taxport ACA service that provides timely updates about regulatory changes.

The Results

As a result of partnering with Sovos, Secure-24 was able to submit a complaint transmittal in advance of the reporting deadline. The HR team eliminated on-site IT involvement, reducing its workload and allowing both teams more flexibility to focus on more pertinent internal projects.



BUSINESS CHALLENGES

- › Switched benefits brokers and did not have a contingency plan for new ACA requirements.
- › Limited internal HR and IT teams with no capacity to take on such robust reporting.
- › Concerned about successfully transmitting data to the IRS.

SOLUTION

- › Selected Sovos ACA Reporting solution to:
 - › Proven expertise in IRS data transmittals
 - › Ability to handle complex of new ACA regulations and reporting
 - › Easy-to-use software and quick deployment

BENEFITS

- › Responsive client support
- › Affordable
- › Simple transition process