



## Challenges

The ATI team experienced many significant challenges during the past year's open enrollment process which needed to be addressed and improved. In addition, they were experiencing interface issues with their current benefit vendors, which added to the difficulties for administrators and employees.

## Solution

Our team implemented Ceridian Dayforce Benefits/Open Enrollment and delivered the following:



Worked directly with benefit vendors to identify and resolve interface issues



Corrected issues with Life Event mapping



Assisted with Open Enrollment testing



Mapped timeline for production updates between Open Enrollment and new year needs



Communicated best practices for Open Enrollment

## Results

- Accurate pay period reporting to benefit vendors
- Improved administration and employee experience during Open Enrollment
- Enrollment files delivered to vendors on time

EMPLOYEES: 6,000+

REGION: National

PRODUCT/MODULES  
IMPLEMENTED:  
Ceridian Dayforce  
Benefits/Online  
Enrollment

*"ClearCourse was professional, delivered on time, listened to our needs and **created solutions**. They delivered what they promised **on budget**. Stephanie was able to **resolve issues** with extracts that Ceridian support had not been able to complete in months of work."*

- Jennifer Kozelek  
Director of Payroll & Shared Services