

Internet-Based Employee Benefits Application

Need

To enhance customer satisfaction, the client sought to create an internet-based employee benefits application to provide enrolled members convenient access to personal benefits and coverage information. In order to ensure available information was up to date, the application would have to allow for Human Resources representatives to add, update and service the system in a quick, simple manner.

Solution

To create this system under aggressive time and budgetary timelines, RiverPoint assumed overall project responsibility from inception to implementation. The project manager reported to the Web Application Development Manager, and assumed responsibility for managing project risk, maintenance of expectations of both internal and external customers and regularly communicating the project's status against the established timeline. The project manager worked both at the client site and a local RiverPoint development facility, where the remainder of the project team was located.

RiverPoint identified and resolved several key risk factors during the project life cycle. Primarily, more robust stress and security testing was required for the development environment, to ensure the client's system information was secure. To accomplish this, the development team upgraded the security configuration to allow cleaner browser connections between non-SSL and SSL environments. The team also outlined comprehensive, stringent version control procedures and implemented a single sign on login window, standardizing logins across all applications. To aid in the final knowledge transfer efforts, members of the team helped client IT staff on new technologies including BEA Web Logics.

The team completed the initial release of the eligibility application, and it was delivered having met all requirements. Enrolled clients are now able to log in and browse coverage and benefits data whenever it is convenient and the client's Human Resources group can easily service client account and coverage changes.