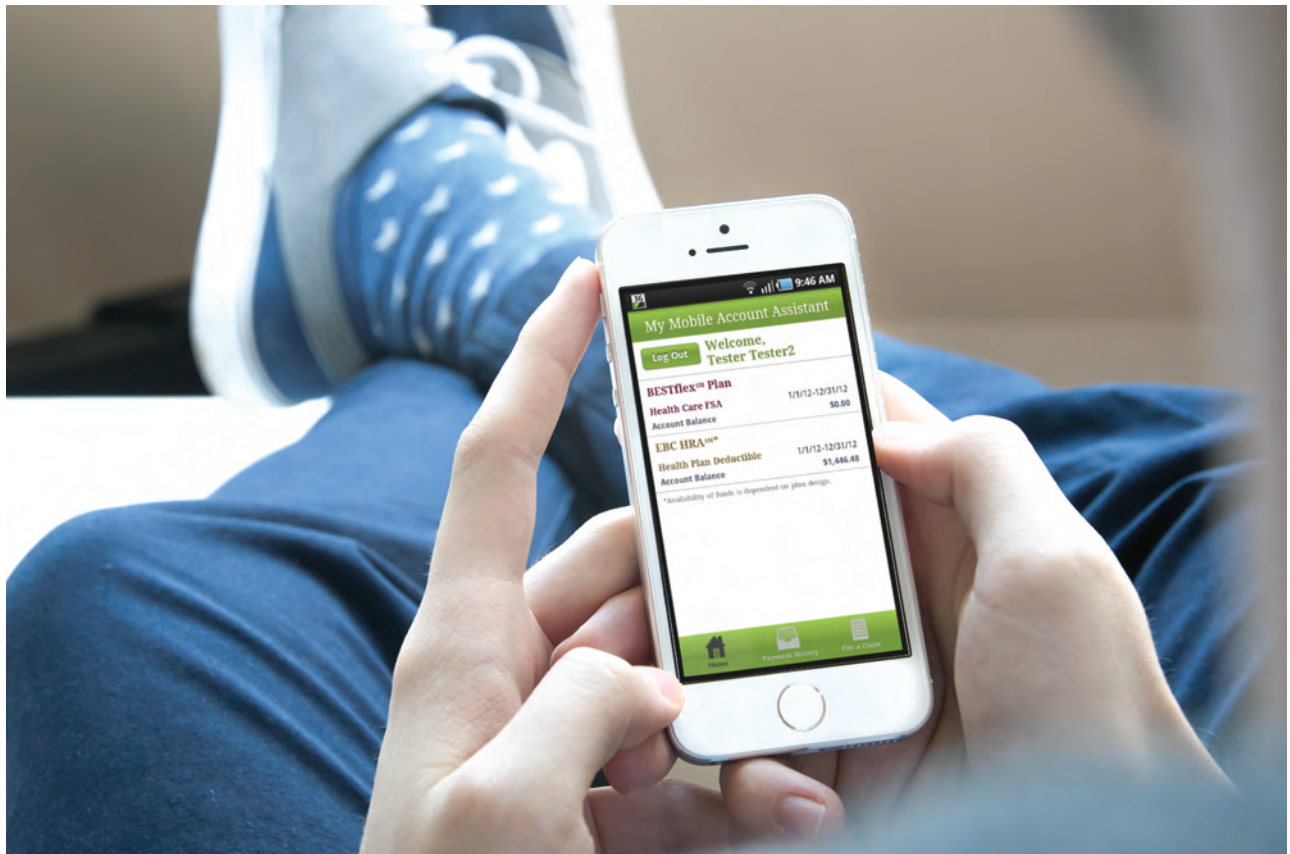




TEN FORWARD CONSULTING

Employee Benefits Corporation



BACKGROUND

Employee Benefits Corporation (EBC) is an employee-owned flex benefits company focused on bringing innovation and creativity to the benefits industry. EBC has been growing since its inception in 1989 by Bill Herriges and has been employee-owned since 2002. With 100+ employees and constant growth both from within as well as outside the company, EBC has had to find new, fresh ways for their clients to maintain traction in a fluctuating and variable market. As reforms continue to change and evolve over time, so will the infrastructure of EBC as a solid competitor in the benefits industry.

PROBLEM

When establishing the infrastructure for the company's IT and software packages, EBC's talented engineers and designers found the technical needs of the company to be beyond what they could provide in the industry-demanded timeframe. They partnered with a development firm, and the primary scope of the contract was to execute on the production and launch of an innovative mobile app. EBC was unsatisfied as deadlines were missed, production deliveries failed, and transition of the app to the company's ownership had not yet been granted. Issues continued to grow, and they knew a change must be made.

SOLUTION

Going with a proven leader. Andrew Hendrikson, the team leader, searched locally in the Madison area, for a better partner. Hendrickson was referred to Ten Forward Consulting and reached out to validate their capabilities and potential. Ten Forward's portfolio and proven track record with companies of all sizes gave the team at EBC the confidence to make the transition.

Great customer service. Ten Forward's established communication plan gave EBC long term security, fortified by day to day, clear communication and direction. With frequent phone calls and updates from everyone on the team, both parties were comfortable with the level of interaction. This made for a efficient and effective work environment.

“Brian and the rest of his team are extremely knowledgeable in technology development, implementation, and continuation.”

- Andrew Hendrikson,
Employee Benefits
Corporation

RESULTS

Dependable and reliable service. By bringing on the Ten Forward team, EBC gained a valuable, strategic partner that provided crucial insight and satisfying results.

The commitment to quality and service exhibited by the Ten Forward team was very apparent from the start. They surpassed their own high standards every step of the way. Hendrikson also noted followed through on all of their initial guarantees. This allowed the EBC technical team to focus on the customer-focused integration efforts which ultimately lead to a better, more complete presentation package and more revenue-generating clients. “Ten Forward beautifully executed their contract with impeccable product and continuously revised and improved. Their team is a fundamental reason the mobile app was able to successfully launch. Both their product insights and technical additions made the project possible and an ultimate reality for the company. We knew at the end of our first sprint that Ten Forward was a partner we could trust,” Hendrikson remarked.

Expert project guidance and delivered promises. Ten Forward, according to Hendrikson, became much more than a subcontractor. They continuously gave the EBC team a deeper understanding of the technology, its functionality, impacts of particular directions, and clear pathways to reach high level goals. Both teams worked together as a singular unit to develop a long-term focus in the project's deployment and continuation.

“Every step of the way, we felt like Ten Forward was a part of our internal team.”

- Andrew Hendrikson