i2Verify

A CASE STUDY WITH THE MAYO CLINIC

Reducing Overhead and Improving the Employee Experience with Automated Employment/Wage Verification

The people working in Mayo Clinic's Employee Service Center (ESC) and Payroll department have far-reaching responsibilities that are central to the company's strong commitment to employee quality of life.

As foundational as these functions are, however, it's how these teams take care of the small, day- to-day details that ultimately defines the employee experience.

One such detail is the efficient processing of employment and income verifications.

Employment and wage verification is an often-overlooked employee benefit. Though verifications can be considered a minor administrative function in the grand scheme of an organization's operations, these requests typically represent a significant event in an employee's life. Whether a verification request is made in the process of purchasing a new home or car, applying for a job, or qualifying for a social service entitlement, the speed, ease, and privacy of the verification process is important to the employee in a very "real world" way.

It was with this context in mind that the Mayo Clinic team behind this project set out to improve the employment and wage verification process not only from an administrative and operational perspective, but also from the employee perspective – providing them with faster service, more visibility into the process, and ultimately more control.

24,000 small tasks add up to a substantial burden.

In 2013, the ESC received 19,674 calls requesting employment verifications, and the Payroll department fielded 4,537 requests for income verifications. Response time for such requests varied depending on available resources and other demands. While verbal employment verifications could be handled within a few minutes, written employment verifications typically took a few days to process, and it could take up to eight days to get the more detailed income verifications into the hands of the verifier.

While these turn around times fell within acceptable guidelines, the ESC and Payroll teams saw an opportunity to reduce waste, improve efficiency, and create a better employee experience by outsourcing verification fulfillment to a company with a specialized, automated solution.

Initially, the primary goals of the project were to:

- Reduce the administrative burden on ESC and Payroll personnel. At the outset of the project, the volume of requests coming into ESC, Payroll, and HR were consuming an amount of time equivalent to two (2) FTEs. The project team hoped to streamline the process through automation, thus reducing expense and enabling managers to reallocate FTE resources to other tasks.

- Deliver a better employee experience. Though the administrative groups processed requests as quickly as they could, employees were still sometimes frustrated. In many cases, the verifications were needed to secure home or auto loans and other critical contracts. The project team wanted to implement a solution that would not only enable a faster response time, thus providing better service and support to employees, but also provide employees with a window into and control over this process.

- Make it seamless. It was critical that Mayo employees received the same level of service with an outsourced solution, as they were used to through the ESC. The project team wanted to ensure that Mayo employees did not feel as if they had to go "out of network" to obtain a verification response.

As the project developed, the team would realize a number of unanticipated benefits in outsourcing that added substantial value for both the administration and employees.

Success starts with picking the right team.

Mayo Clinic knew that improving their employment and income verification process would ultimately have a lasting positive impact on the entire employee base. Project success would require coordinated team leadership and facilitation; the development and integration of a new system and process across administrative, technology, and human resource departments; and a company-wide effort to educate employees on the availability and use of the new process.

The first step was to identify service providers for consideration. Angelique Niekamp, acting as the project's operational owner, thoroughly researched the vendor landscape and narrowed the field to three candidates. "Assessing a company's capabilities was challenging at first," admits Niekamp who, in the beginning, wasn't sure which questions to ask, or how to judge responses.

Although Niekamp's list of contenders included some household names, in the end, the team chose unanimously to partner with i2Verify. "While all three companies had solid products," Niekamp says, "i2Verify brought some unique and attractive benefits to the table that made them our vendor of choice."

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Operational Owner

i2Verify offered a custom solution other vendors could not match:

- No up-front costs - initial implementation and maintenance/enhancements covered by i2Verify.

- i2Verify provided Mayo with a custom toll free customer support number at no extra cost – 1-844-MayoEVS – to ensure their requests were always routed appropriately and handled in a timely fashion.

- i2Verify created a tie line directly to Mayo's ESC, allowing users to access i2Verify directly through the ESC.

- Custom verification reports were created for Mayo that included, Mayo logo, letterhead, and employer signatures at no extra cost.

- i2Verify provided on-site training for employees and staff.

- Super User designation enabling ESC/Payroll/ Office of Staff Services to pull information on behalf of employees (such as physicians, who do not have time to run reports themselves.)

Just as importantly, and one of the leading reasons Niekamp and her team chose i2Verify over other, larger providers, was their ability to deliver a superior employee experience:

- The most user-friendly and intuitive experience in terms of design and navigation .

- Free and unlimited employee-run reports.

- Optional verification/security keys, assigned at the employee's discretion.

- Option for employee opt-out from non-government data sharing.

In short, the i2Verify solution provided a level of visibility and control that had never before been available to Mayo Clinic employees during the verification process.

Program Feedback

The project team is very pleased with the performance of i2Verify. Outsourcing with i2Verify has successfully delivered substantial process improvements. These improvements alleviate the workload on and increase the efficiency of ESC and Payroll team members. The project has enabled our team to ensure that verification requests are responded to more quickly and with greater accuracy and security than before. Just as importantly, Mayo Clinic employees now have a self-service portal that provides full visibility into the verification process, giving employees more control and greater peace of mind. And, overall, engagement numbers for the platform are on the rise.

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> *Operational Owner*

Perhaps, however, the most important number to consider when assessing program success isn't about adoption or usage at all. In addition to measuring registrations and reports run and verifications processed, the project team at Mayo Clinic also kept very close tabs on the number and type of employee concerns and complaints. Throughout the entire launch, only a handful of informational inquiries were logged. Since the launch there have been no subsequent complaints or concerns from any employees, including the physician group. "Employee satisfaction is our highest measure of success," says Niekamp. "It's a great testament to i2Verify's user-friendly company and product."

i2Verify

Employment verification simplified.

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