

Digitizing Benefits Administration at Fond du Lac School District

How a small team transformed benefits for 1,200+ lives in under 32 days

“Bentek isn’t just software — they’re a partner. One that’s laser-focused on open enrollment, education, and engagement, and one that truly gets the public sector.”

— Mike Gerlach, CFO/COO

AT A GLANCE

- **Client:** Fond du Lac School District, WI
- **Employees Covered:** 1,200
- **Project Timeline:** 32 days
- **Participation Rate:** 100% digital adoption
- **System Integrated:** Skyward Qmlativ + Multiple Carriers (UMR, Delta Dental, etc.)
- **Key Benefits:**
 - Eliminated 107+ hours of manual onboarding
 - Removed data entry errors and payroll discrepancies
 - Gave HR a sustainable system resilient to turnover
 - Enabled cleaner data and smarter decision-making
 - Delivered real-time payroll reconciliation

CHALLENGES

MANUAL PROCESSES. MOUNTING PRESSURE. ZERO ROOM FOR ERROR.

Facing a January 1 transition to a self-funded health plan, Fond du Lac School District (FDLSD) needed more than a tech upgrade; they needed a full-scale digital transformation.

With just two HR/payroll staff, the district was manually enrolling 140+ new hires each summer, each taking up to an hour per person—the result: 107+ hours of paperwork in a single season.

Payroll reconciliation was error-prone, benefits deductions were inconsistent, and employees struggled through a confusing, paper-heavy process. With Open Enrollment just weeks away, going digital became non-negotiable.

SOLUTION

END-TO-END DIGITAL TRANSFORMATION WITH BENTEK.

Bentek delivered a complete digital transformation of Fond du Lac School District’s benefits administration, replacing every paper process with a single automated platform. By integrating directly with Skyward Qmlativ and multiple carrier systems, Bentek enabled real-time data exchange that eliminated manual updates and payroll discrepancies. Automated payroll deductions, audit tools, and digital self-service workflows gave employees control over open enrollment, life events, and onboarding—all online.

With white-glove support, data cleanup, and weekly check-ins, the two-person HR team achieved full implementation in just 28 days—less than half the industry average. When most organizations struggle with less than 50% enrollment engagement, FDL achieved an astounding 100% employee participation in online benefits enrollment!

Key People



Mike Gerlach,
CFO/COO,
Fond Du Lac



Haley Whiting,
Benefits/Payroll
Specialist,
Fond Du Lac



KEY FEATURES IMPLEMENTED

Digital Benefits Enrollment

Open enrollment, new hires, and life events now processed 100% online.

1

2

Real-Time Integration

Seamless data sync with Skyward, UMR, Delta Dental, and other carriers.

Automated Payroll Deductions

Weekly outbound feeds eliminate manual updates and ensure deduction accuracy.

3

4

Full Lifecycle Management

All benefits data, from new hires to COBRA, flows through a single unified platform.

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IMPLEMENTATION

FROM PAPER TO PLATFORM IN 32 DAYS. 

Fond du Lac selected Bentek as their standalone benefits administration partner after evaluating both bundled and unbundled solutions via their insurance broker. Bentek's expertise in public sector benefits and commitment to education, compliance, and support proved to be a differentiator.

Despite a 75-day project plan being the industry benchmark, Bentek and FDLSD completed the implementation in just 28 days, with full open enrollment launching shortly thereafter.

*"I've been through a lot of software implementations. This was, **hands down, the easiest implementation I've ever done.**"*

— Haley Whiting, Benefits & Payroll Specialist

The district praised Bentek's white-glove service model, dynamic weekly check-ins, and proactive support that extended well beyond go-live.

*"Bentek didn't just build a site and hand it off. They problem-solved. They knew Skyward. They cleaned up our data. **They made success non-negotiable.**"*

— Mike Gerlach, CFO/COO

RESULTS

UNPRECEDENTED ACCURACY. EMPOWERED TEAMS. ENGAGED EMPLOYEES. 

- **Qualifying Life Events:** Employees now self-initiate changes (e.g., marriage, birth, adoption) via a guided digital workflow.
- **New Hires:** Onboarding templates simplify instructions and trigger automated enrollment sequences.
- **Offboarding:** Integrations with payroll and COBRA vendors ensure timely coverage termination and communication.



100% Digital Participation

All 1,200 employees completed open enrollment online, including new hires and life event updates.



100+ Hours Saved

Manual data entry was eliminated, reclaiming over 100 hours during summer onboarding alone.



Real-Time Payroll Reconciliation

Errors that previously took weeks to discover are now caught instantly with built-in audits.



Cleaner Data. Smarter Decisions.

Audit tools identified data gaps, improving accuracy and trust across systems.

The district also restructured roles to better align HR support with financial strategy, made possible by the time freed up from manual processes.

*"I don't live in fear of staff turnover anymore. If someone leaves, we have a support system that knows our platform and can help train the next person. **That's invaluable.**"*

— Mike Gerlach, CFO/COO

About Bentek®

Public-Sector Benefits Administration,
Purpose-Built from the Start

With two decades of proven expertise, Bentek is the only benefits administration and enrollment platform built exclusively for the state, local, and education (SLED) market. Purpose-built for the public sector, Bentek helps organizations streamline complex benefits processes through intelligent automation, seamless integrations, and a partnership-driven approach.

The company maintains a 98.5% client retention rate, a 100% implementation success record, and upholds rigorous security standards—including an A+ HIPAA rating, SOC 2 compliance, and participation in the GovRAMP Certification program. These standards reflect Bentek's commitment to government-grade reliability and data protection.

Guided by a white-glove service philosophy, Bentek goes beyond software to act as an extension of every client's team—delivering the expertise, collaboration, and personal support that ensure enduring success.

For more information, visit mybentek.com.

Ready to transform your benefits administration?

Schedule a demo and see why public sector agencies trust Bentek.

