



Solving a Workday benefits gap **without adding cost**

Story Overview

A regional healthcare organization was **migrating from a legacy Oracle suite to Workday, but the new rollout did not include Workday's benefits module**. That left the client needing a benefits administration solution that could integrate with Workday, support a complex benefits structure, and avoid an expensive, manual fallback.

Challenge

Without a new platform, **the client would have had no reliable way for employees to elect benefits or send eligibility data to more than 12 carriers**. For a large hospital network with complex plan rules, that created real risk: delayed enrollments, billing errors, denied claims, payroll issues, and significant administrative strain on the HR team.

IMA's Strategy and Actions

IMA's HR technology team acted to support the client by:

- + Running a discovery process to define cost, integration, and support requirements.
- + Leading an RFP with three outside vendors while also evaluating Ignite as an in-house option.
- + Coordinating with producer and account management teams to streamline decisions and implementation.
- + Building the solution in-house, including Workday connectivity, carrier feeds, testing, and data cleanup to reduce client lift.



“IMA simplified a complex benefits transition, improving accuracy and saving the client approximately \$500,000 a year.”



Why It Worked

IMA did more than recommend a platform. The team matched the solution to the client's operating reality: a tight timeline, an unbudgeted need, complex carrier relationships, and limited tolerance for another disconnected system. Because implementation and support stayed in-house, the client got faster execution, direct accountability, and a smoother rollout during a broader Workday transition.

Key Takeaways

This case shows the value of combining HR tech consulting, market evaluation, and in-house administration capabilities. **IMA identified a practical option that solved the immediate gap, reduced long-term cost, and improved the client experience rather than forcing a workaround.**



THE RESULT:

The client selected Ignite and **avoided roughly \$500,000 in annual platform costs**, not including additional setup and carrier connection fees other vendors may have charged. The implementation also improved payroll accuracy, corrected premium errors, and **gave the client a benefits process they describe as easier to manage.**

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