






## Next Generation Administration:

# How One TPA Expanded Their Business and Increased Operational Efficiency

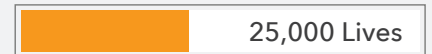
**SITUATION:** J.P. Farley, a privately-held third-party administrator and consultation firm, was frustrated with their existing benefits administration software. The company's growth was being dictated by the amount of expensive IT resources available to bridge gaps in software functionality. The issue became more apparent when J.P. Farley was pursuing a large client that their current system could not handle. They needed a solution that would overcome limited configurations and costly customization problems to allow them to grow and reached out to VBA for assistance.

**SOLUTION:** Through the use of VBASoftware, VBA's benefit administration software, and VBAGateway, modern web portals for members, employers, providers and brokers, J.P. Farley started unrolling changes across every organizational department in an effort to increase efficiencies. Each department was able to automate processes that had previously been accomplished manually and were therefore susceptible to extensive human error. VBA's flexible technology empowered J.P. Farley to optimize processes in COBRA, Claims, Information Technology (IT), Accounting and more.

**THE RESULT:** By implementing VBA solutions, J.P. Farley was able to grow their business, increase operational efficiencies and significantly improve customer satisfaction.

-  Grew by 90,000 lives with significant reduction in staff
-  Decreased eligibility staff by 75% due to automated COBRA process
-  Went from processing 875 claims per day (with staff of 9 people) to processing up to 4,000 claims per day with 2 staff members and no need for re-pricers
-  Maintain less than a half-day backlog at any given time
-  Decreased accounting and IT staff by 50% due to automated processes and increased efficiency

### Before VBA

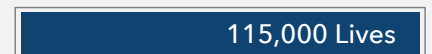


with around 53 employees and extensive backlog.



**1 Employee for Every 472 Lives**

### With VBA



with 32 employees with no backlogs.



**Customer Satisfaction Rating**



**1 Employee for Every 3,593 Lives**

**7.61x Increased Efficiency Across Entire Organization**

*"VBA's technology has helped us create more efficiencies so we can add value without increasing our fees. When you can add a ton of value for your clients, especially your broker partners, without adding a ton of costs to them, that's a big deal. It's how we've been able to grow as much as we have in the last few years."*

- Michelle Bounce COO, JP Farley

**Don't let software limitations hold your business back.**

Contact [vbasales@vbasoftware.com](mailto:vbasales@vbasoftware.com) or 1.866.731.1571 to set up a demo and find out what VBA can do for your bottom line.