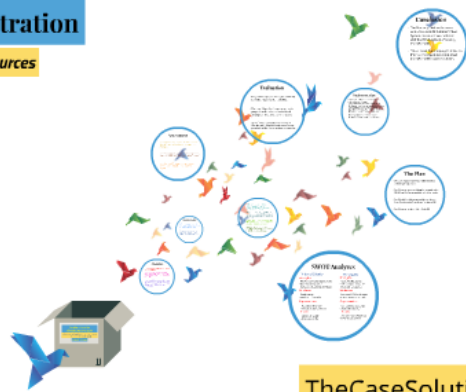


Benefits Administration

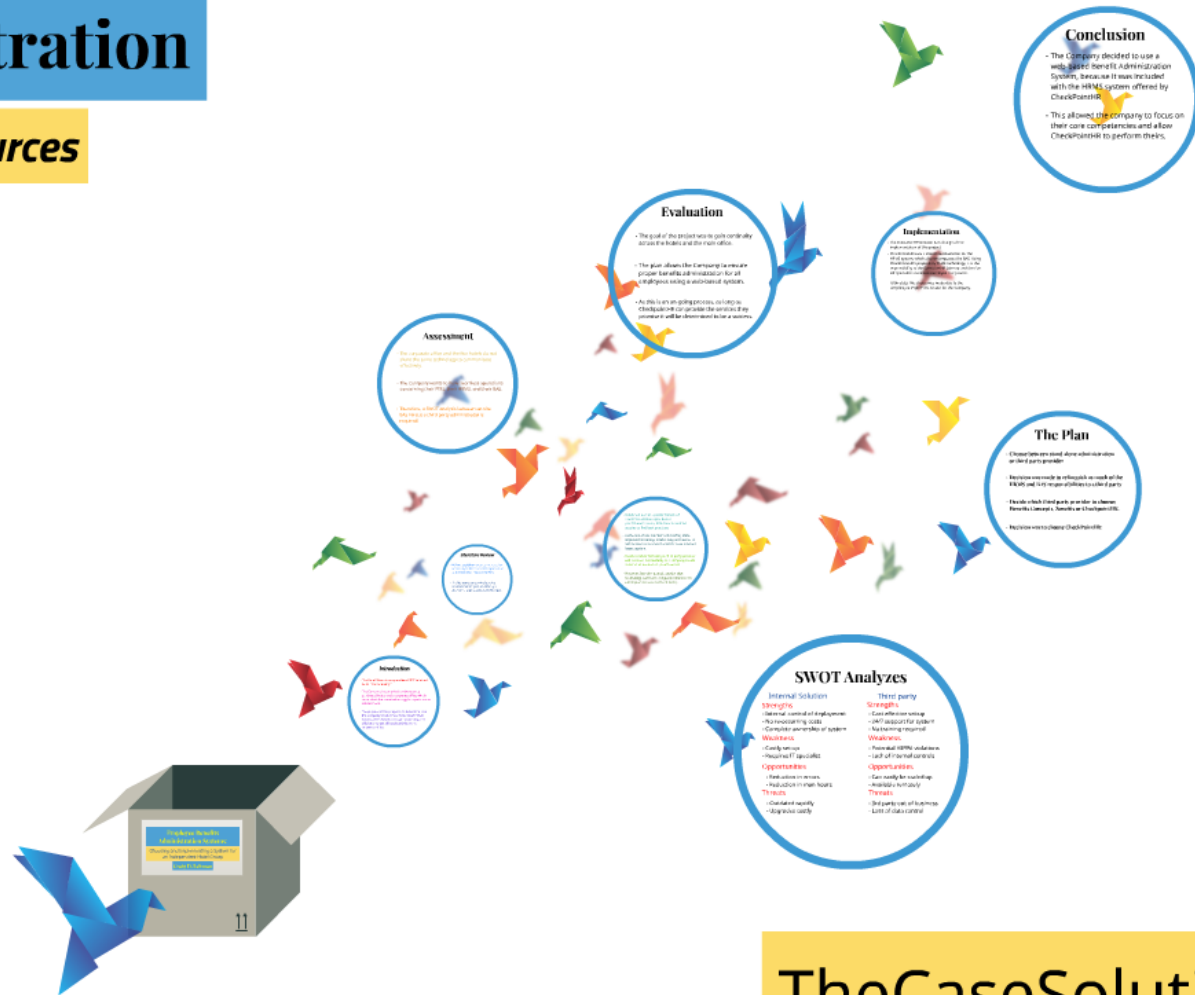
V 561 Public Human Resources



TheCaseSolution.com

Benefits Administration

V 561 Public Human Resources



Employee Benefits Administration Systems:

Choosing and Implementing a System for
an Independent Hotel Group

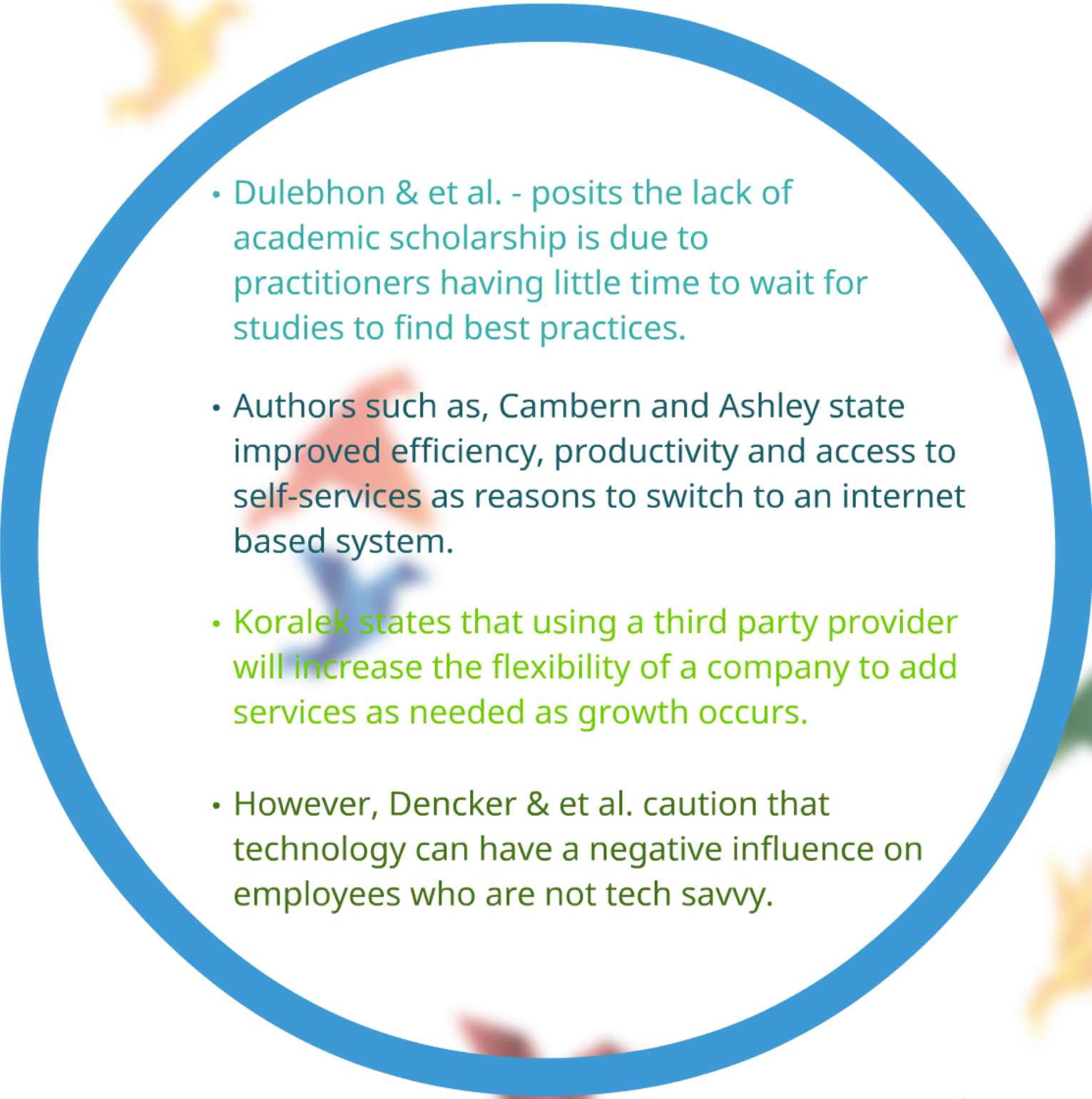
Craig D. Lehman

Introduction

- The Hotel Group is an operational REIT referred to as "The Company."
- The Company is comprised of five recently purchased hotels and a corporate office, which none share the same technology for operations or HR functions.
- The purpose of this project is to determine how the Company should move forward with their benefit administrations to gain continuity and efficiency across all hotels and the main corporate office.

Literature Review

- Welfare capitalism created the need for an employee based benefits system due to the New Deal imposed by FDR.
- The literature concerning benefits administrations systems, although abundant, largely lacks academic rigor.

- 
- Dulebhon & et al. - posits the lack of academic scholarship is due to practitioners having little time to wait for studies to find best practices.
 - Authors such as, Cambern and Ashley state improved efficiency, productivity and access to self-services as reasons to switch to an internet based system.
 - Koralek states that using a third party provider will increase the flexibility of a company to add services as needed as growth occurs.
 - However, Dencker & et al. caution that technology can have a negative influence on employees who are not tech savvy.

Assessment

- The corporate office and the five hotels do not share the same technology to communicate effectively.
- The Company wants to have seamless operations concerning their PMS, their HRMS, and their BAS.
- Therefore, a SWOT analysis between on-site BAS versus a third party administrator is required.

SWOT Analyzes

Internal Solution

Strengths

- Internal control of deployment
- No re-occurring costs
- Complete ownership of system

Weakness

- Costly set-up
- Requires IT specialist

Opportunities

- Reduction in errors
- Reduction in man hours

Threats

- Outdated rapidly
- Upgrades costly

Third party

Strengths

- Cost effective set-up
- 24/7 support for system
- No training required

Weakness

- Potential HIPPA violations
- Lack of internal controls

Opportunities

- Can easily be scaled up
- Available remotely

Threats

- 3rd party out of business
- Loss of data control