

## **Proc case has become a leading technology partner for one of the fastest growing companies in United States <sup>1</sup>**

### **WageWorks Inc.**

Client since 2000

Location: San Mateo, California, United States

Industry: Pension/Benefits



### **Client Overview**

WageWorks Inc. (WW) provides an innovative flexible benefits management system over the Internet. Its client base now consists Fortune 500 companies across the United States that provide an eligible pool of 7 million employees an easy way to apply their pre-tax dollars to pay for commuter, parking, health care and dependent care benefits.

### **Client Objectives**

WW's service displaces traditional ways to provide these benefits, by offering better service at a competitive price. Time to market was a key success factor.

Their system must provide accurate and timely processing of employees' requests for commuter passes, and payments for parking, health care, and dependent care. It must also maintain and manage all relevant information to comply with federal regulations for pre-tax benefits, and provide the necessary reconciliation and supporting detail to invoice their clients.

### **Proc case Contribution**

In 2000, WageWorks was designing their new web-based benefits system. They selected Microsoft's ASP technology for the user facing front-end, and Oracle database. They needed to design a transaction and communication interface between the database and a provider of bill payment services.

WW's Chief Technology Officer (CTO) was looking for a consulting firm skilled in Oracle database technology and financial transaction processing. He wanted a firm with the capability first to analyze the requirements, design the database and back-end interface, and then follow up with a strong development team. He would select a firm that could deliver quality work and meet his aggressive product launch schedule.

In November 2000, WW engaged Proc case to build the back-end to handle the employee requests for automated payment of monthly parking. This included designing the internal database for this aspect of the service, and designing and building the process for extracting and loading the data that would integrate with the third party service provider who would issue the checks to fulfill the employee requests. Development started in February 2001 and the system was successfully deployed six months later. The schedule was aggressive and the work was complex. The result was a process that satisfied all the requirements and demonstrated Proc case's ability to deliver results.

Immediately following the deployment of the first system, WageWorks re-engaged Proc case to add support for additional health care and dependent care payment benefits. Proc case developed new interfaces to the service provider to handle account transfers, and stored value card creation, and payment processing. WageWorks deployed the new capabilities successfully.

### **Technology**

Microsoft .NET, Oracle database

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<sup>1</sup> INC. 500 Ranking – [http://www.inc.com/resources/inc500/2005/profiles/ind\\_hr.html](http://www.inc.com/resources/inc500/2005/profiles/ind_hr.html)  
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## Results

The WageWorks system went live in July 2001 initially providing commuter benefits to their clients. The next phase for health care and dependent care benefits was deployed in December 2001 and was available for use by employees at the beginning of their employer's new plan year starting January 2002.

WageWorks' CTO looks to Procise as a preferred technology consulting firm. Procise now provides production support, answers operational questions, helps WageWorks staff master the technology, and maintains code developed by Procise and others.

WageWorks sharpens its competitive edge and increases its market share by adding new features to the application. Procise continues to be their vendor of choice for Microsoft .NET and Oracle technology consulting. WageWorks now uses Procise for front-end application enhancements, too, taking advantage of our Microsoft ASP skills. We recently built new applications WageWorks uses to simplify daily operations, provide better customer service, and control back-office processes.