

Case Study

TaxAct

Benefit Custom Validations



Industry: Software as a Service



Employees: >300

Company Summary:

TaxAct Holdings, Inc. is an American tax preparation software company based in Cedar Rapids, Iowa. The company offers its own software package "TaxAct" to individual tax registers, companies and professional affiliates. The company was founded in 1998. TaxAct helps everyday Americans get every tax advantage they deserve by finding credits and deductions they never even knew existed. Their tax preparation software offers easy guidance and ensures your maximum tax refund.

THE CHALLENGE

Following separation from their parent organization, TaxAct leveraged Kognitiv's guidance to transition to an independent Workday tenant with a goal of migrating their Benefits configuration over from a temporary system into Workday. TaxAct aimed to ensure that specific requirements from their current benefits system remained functional in Workday, allowing all employees to fully benefit from their coverage. Such as requiring the Life and AD&D

plans to have matching coverage amounts chosen by the employees while being maintained as two separate plans.

Additionally, for their Critical Illness Employee and Child Plans, TaxAct wanted to ensure that all employees currently enrolled in the Employee plan with an eligible child dependent in Workday were required to also enroll in the Child plan, which is offered at no cost.

THE SOLUTION

To address both of these requirements, Kognitiv's Benefits experts leveraged the fairly newly released Custom Validations for Benefits feature. This feature will help solve unique requests such as this, that the typical cross plan rules and enrollment event rules cannot. By creating in-depth calculated fields to assess coverage amounts and child dependents in Workday, and through thorough testing, this solution successfully met requirements by triggering an error when a worker attempted to submit incorrect elections. These enhancements will guarantee TaxAct stays aligned with their current policies as time progresses.

It was a pleasure working with Maribeth and the team at Kognitiv. Our project often called for unique, outside-the-box asks, and they took time to really listen to our needs and find solutions. Plus, no procrastination with this group! Responses were timely and deadlines were met. Great team to work with!

Rhonda Clanton,
Workday System Administrator

THE IMPACT

With the utilization of the custom validations, functionality ensured employees were getting the most out of their benefit offerings. This will now alleviate all manual work overtime that is typically required with custom reports, alerts, auditing, and benefit corrections.



Ultimately saved the TaxAct team approximately 20 hours in configuration, and 5-10 hrs/week for continued auditing and enrollment corrections.



Employees are now able to receive the message alert upfront regarding these validations.



Enabling them to go back and make any necessary changes, and submit their benefit event effortlessly.

