

# PAYROLL INTEGRATION IS NOT NECESSARILY AUTOMATION



**By Brad Palmer,  
President,  
The Conestoga  
Group, Inc.**

Payroll and other service providers frequently market systems “integration” as a means to automate and increase the speed and accuracy of administrative procedures, such as benefits administration. Partnering with a service provider that allows integration, such as payroll, can be a major investment in time and resources. Marketing materials may suggest that once implemented, the system is fully automated. However, full automation may not be the case and make detract from the expected value.

1. Many of the procedures, especially those that involve insurance companies, 401k platforms, and other service providers, require approval by the client before the integrated transaction takes place.

2. Implementations may be simplified and not take full advantage of the capabilities of the system.

3. Future adjustments to the system after implementation may be the full responsibility of the employer, unless an additional consulting fee is paid.

4. Integrations may be restricted and not available to new service providers an employer may wish to use in the future.

5. New integrations may be subject to setup and/or recurring fees.

The Conestoga Group provides without charge a benefits administration system to all clients that can be integrated with any service provider willing to do so. We handle the full implementation with little involvement from the client. More importantly, as service providers, products, employer objectives, and legislation changes over the years, we modify the setup to comply without charge.

*Brad Palmer is President of The Conestoga Group, Inc., founded in 1986, based in Malvern, and specializing in benefit programs for companies with 2 to 250 employees. bpalmer@cgiadvisors.com or 610.854.1420.*



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