

Transforming leave administration at a large medical college

> The challenge

A large medical college and university faced significant challenges managing employee leave of absence administration. Relying on manual spreadsheet tracking created inefficiencies, led to errors that disrupted employee coverage, and burdened HR and Accounting teams with tedious, time-intensive processes.

> The solution

The institution turned to the WEX Benefits platform to modernize their leave management. This comprehensive solution introduced automation, streamlined operations, and integrated seamlessly with existing systems to support the unique needs of both the medical school and the university.

> Results

By adopting the WEX Benefits platform, the medical college experienced:



Modernized leave administration:

Transitioning from manual processes to automated workflows saved time and improved accuracy.



Enhanced efficiency for HR and Accounting:

Teams were freed from repetitive, manual tasks and empowered to focus on more strategic priorities.



Error elimination: Automation ensured accurate, timely data transfer, reducing coverage disruptions for employees.



Seamless integration: The platform worked smoothly with other operational systems, enhancing overall functionality.

Employee and leadership impact

The Finance VP at the institution highlighted the transformative impact of WEX:

“Our employees rely on consistent communication and clarity when navigating their benefits, particularly during leave or separation. Our previous ERP system simply didn’t offer the automation we needed. With WEX’s COBRA technology, we now can provide a seamless experience.”

“What’s unique about the medical college is we need to be both a medical school and a university simultaneously. So, we needed a system with enough flexibility to allow us to do all that on our own - to handle the complexities of the different groups that we have.”

› Empowering HR and accounting teams

The platform not only supported operational needs but also boosted morale among administrative teams:



“I’ve got good people. I want them to have the tools to be efficient so they don’t have to spend all their time on tedious, manual tasks. I want them freed up for more strategic work.”

› Improved processes for all stakeholders

The automation brought by WEX’s platform ensured a reliable, reassuring process for all stakeholders:



“The process is automatic and reassuring, with all necessary alerts and data reaching our insurer accurately and without delay.”

Through the WEX Benefits platform, the medical college not only overcame its challenges but also set a new standard for efficiency, employee satisfaction, and operational excellence.

Want to streamline leave administration and improve COBRA management for your organization? Explore how WEX COBRA administration can simplify benefits management and empower your team today!

[Learn more.](#)