

How AbsenceSoft Helped BBP Admin Rapidly Scale their Client Base by 733%



7.25

work weeks saved in 2024

733%

client growth

697

tasks automated in 2024

Industry: **Third-Party Administrator (TPA)**

Employee Count: **10,000+**

Key Features: **Leave of Absence | Workplace Accommodations | Text Messaging | Employee Self-Service Portal**

Started Using AbsenceSoft: **2022**

Introduction

Better Business Planning (BBP) is a third-party administrator of leave and accommodations management.

Better Business Planning (BBP) Admin has been in the third-party administration (TPA) business for over 47 years. They provide leave and accommodations support with a strong focus on customer service, ensuring a smooth experience for their clients and their clients' employees navigating leave. To better serve their clients, BBP Admin needed to find a solution that would save their account managers' time while allowing their customer service to shine. After implementing AbsenceSoft, BBP Admin saw substantial business growth while also saving over 7 work weeks' worth of time.

Challenge

Balancing FMLA Compliance with Exceptional Customer Service

The BBP Admin team recently noticed a trend in their clients' priorities: they were willing to pay a premium for exceptional support, for both their HR teams and their employees. They were prioritizing quality over cost savings from carriers offering subpar support.

However, the team faced the challenge of managing complex FMLA and ADA policies while ensuring their focus remained on delivering a superior leave experience. They looked for a software solution that could efficiently handle compliance and reduce paperwork. This would give their team more time to support employees during leave, ensure a smooth transition back to work, and make sure their clients felt supported and kept in the loop for the entirety of the process.

Balancing these operational demands with their high standards for customer service required a robust solution. They needed a platform that would minimize administrative work, provide robust self-service capabilities, and maintain compliance across all 50 states. Their goal was to streamline processes and prioritize the employee journey while delivering a great end-to-end leave experience.

“We needed a software that made the most sense for compliance, covering all 50 states, so we didn't have to worry about state laws. It also had to have an Employee Self-Service Portal that let participants actually do something, not just log in to view information like other systems we looked at.”

Chris Bellinger

Managing Director at BBP Admin

Solution

Streamlining Leave Management with a User-Friendly Design and Self-Service

After the BBP Admin leadership team researched their options, they found that other solutions were lacking. Other platforms felt over-engineered, were hard to use, and often failed to simplify tasks. Many were filled with complicated processes that didn't align with how they needed to manage FMLA and ADA cases as a TPA.

AbsenceSoft's intuitive flow and user interface stood out in the marketplace. It was clear that AbsenceSoft would allow their team to manage all aspects of leave easily and efficiently. Even better, the AbsenceSoft Compliance Engine™ would account for the ever-changing legal landscape.

Another key factor in their decision was the Employee Self-Service Portal, which allows employees to easily submit and manage their leave paperwork independently—and in many cases, digitally. This simplified their entire process, saving their account managers a significant amount of time by minimizing manual follow-up and paperwork.



Other software felt like it was built by engineers who didn't think about how it would impact people like Christie in HR or Chris the TPA. AbsenceSoft was different, it was designed with a flow that made sense for managing leave events from start to finish, even handling all the tweaks, changes, and new laws that come up along the way.



Chris Bellinger

Managing Director at BBP Admin

Results

Driving Expansion and Time Savings with AbsenceSoft

By leveraging AbsenceSoft, the BBP Admin team saw exponential growth and streamlined their operations. Over three years, they expanded their FMLA and ADA client base by 733%, growing from 6 clients to over 55. This explosive growth was fueled by a 40-minute time savings per case, allowing account managers to shift their focus from administrative tasks and compliance tracking to delivering a premium, white-glove experience.

The impact on efficiency was significant. Before AbsenceSoft, their account managers spent hours on tasks such as entering the case, researching leave laws and sending paperwork. With AbsenceSoft automating compliance tracking and simplifying case management, the team reclaimed 290 hours – or over seven weeks of work – in 2024 alone.

The BBP Admin team appreciates how much easier it is to attract new clients, now that they use AbsenceSoft. Because the system removes the burden of tracking compliance, they can reassure prospective clients that everything is under control — and clients can feel confident in the determinations made. With a strong finish in 2024, the team is confident that with AbsenceSoft, their FMLA and ADA book of business will continue to grow in the years ahead.



The templates make the approval and denial process so much easier, saving us and our clients a lot of time, especially with follow-ups and assigning responsibilities. I love the system, it's great and easy to use.



Joseph Amato

Senior Account Manager and Business Development at BBP Admin

To learn how AbsenceSoft can help you grow your business while also saving your account manager's time, [schedule a demo](#) today.