

MasterTax



Realizing efficiency and compliance with MasterTax

QUICK FACTS

Company: BenefitMall

Industry: Service provider

Employees: 1,200

Learn more about BenefitMall at benefitmall.com

BUSINESS CHALLENGE

Automating processes to increase efficiencies and reduce cost while ensuring accurate and timely reporting of client payroll taxes.

MASTERTAX SOLUTION

Provided a centralized system with seamless data integration from multiple payroll platforms. This reduced development, operational and compliance cost by automating the payroll tax process while helping ensure compliance with tax code updates and rule changes.

BenefitMall is a service provider which delivers payroll and payroll tax filing services to small and large businesses through various payroll platforms. Utilizing innovative technology and solutions is the foundation which helps empower BenefitMall to maximize their full potential and help grow their business. Rob Bream, vice president, client tax and treasury services, understands the value of leveraging technology with the human factor and shares his experiences using MasterTax Software to manage and file their clients' payroll taxes.

A LOOK BACK AND OVERCOMING CHALLENGES

During the last 32 years, I have performed a variety of roles within my organization — from developing legacy payroll platforms to managing our treasury and tax division. Now, as the company is moving away from providing payroll services, I have recently changed roles and tax divisions. I am involved in helping to migrate some of our payroll clients to an ADP payroll platform while still providing tax services using MasterTax Software.

Looking back on the history of how we developed as a company, in many ways goes back to acquisitions. We had our own proprietary tax system, but it wasn't built as a stand-alone tax system. As we acquired multiple companies, the development and operations costs of running three tax systems was getting out of control. One of the companies acquired was using MasterTax Software, which is where we were introduced to it. In addition to the cost, BenefitMall (CompuPay at the time) was running into issues with some tax agencies which don't allow multiple files and multiple reconciliations. We were at a crossroads, so we had to invest additional development resources to consolidate the files, register as separate service providers or find a third-party solution.

REALIZING THE BENEFITS OF MASTERTAX SOFTWARE

When you're maintaining multiple payroll platforms, you've got to make sure you have the controls in place to help ensure accurate reporting.

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There are significant challenges involved in ensuring client payroll taxes are filed timely and accurately. As a MasterTax client for over 12 years, we've been able to overcome those challenges through a great relationship.

MasterTax has worked very closely with us over the years and have implemented a lot of enhancements which continue to drive efficiencies. Unlike a lot of other software providers, they take the time to understand our business challenges and help provide solutions instead of time-consuming work-arounds.

For example, we previously had dedicated employees across multiple platforms trying to manually maintain rate exchanges. Now, instead of us maintaining the rate feeds to the states in each payroll platform, we use the MasterTax Software to create the exchange to and from the states. Once they are processed in MasterTax Software, we're able to export in the same format for every state, allowing us to build a single process in our payroll system to handle those rate changes. We used to have dedicated compliance and development resources across multiple platforms to manually maintain rate exchanges. Using MasterTax Software not only helped make this process more efficient and cost effective through consolidating the process, it's helped ensure compliance as well.

Also, as we continue to consolidate the business, we're currently down to utilizing three payroll platforms instead of the five we used at our peak. So, as our clients convert to a payroll platform, I'm able to send MasterTax codes which makes it easy to map the data directly into that platform. Before, I would have to provide generic tax codes which would require building mapping tables for each platform. This has helped make the payroll transition much smoother.

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**VICE PRESIDENT, CLIENT TAX
AND TREASURY SERVICES**

because it reduces bank fees, processing resources and centralizes research. If there's ever an issue, it's simple to query or run a report to retrieve the data from one source instead of having to build several different queries or custom reports to pull the data.

A STRONG RELATIONSHIP, A TRUSTED RELATIONSHIP

One of the main reasons we selected MasterTax was their knowledge of the industry and willingness to work with us to continue to enhance the system. They look to be part of the conversation because they want to best understand the issues and challenges we are faced with and help provide solutions. The overall functionality of the system is very solid and the team behind the product is excellent.

I've experienced other vendors who, when presented with an issue, are not helpful or even interested in finding a resolution.

The MasterTax team is always willing to review the issue, explore solutions and provide a solution or work-around. They have looked at some of our processes and said “You do what? You know we can fix that” — and they do. Even in instances where I have been told something can’t be done, it has not been without a clear explanation or without researching a work-around option. Our account manager has been with us for a long time and has been an exceptional resource from day one. He is nothing but helpful, proactive and responsive to our needs. He’s been presented with challenges and has always made sure to help get us in front of the right people and get things resolved. There’s a level of assurance that when I need to contact him, I know I will receive a response and he will be our champion and fight the internal battle to get our issues prioritized.

It’s a relationship that truly feels like a partnership. And because it’s as trusted and valued as it is, I have recommended and will continue to recommend MasterTax to anyone in the industry who is searching for a proven and effective solution to help manage their payroll tax business.



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