



# Eddor educational services

## help keep companies competitive

BY PETER FRETTEY

**Most progressive organizations** recognize that providing education benefits is an important element to recruiting and retaining a satisfied workforce, and is critical to remaining competitive in the global business environment. It's often the decision to partner with an experienced organization like Eddor Data Services that makes it a reality.

An industry leader since 1981, no one has more experience managing tuition benefits than WBE-certified Eddor. Eddor is the only provider to offer a customizable, client-centered solution, adaptable to individual needs. Eddor's tuition reimbursement solution features the industry's premier patented payment adjudication processes. "Our process ensures accuracy and security, which saves clients a significant amount of money because ineligible participants/payment requests will never be approved or paid," says Eddor CEO Adrienne Way.

As a provider to many Fortune 1000 companies, Eddor offers a comprehensive array of educational services that are designed to educate, train, and upgrade the workforce, while cost effectively administering a company's tuition benefits. Eddor uses a state-of-the-art, web-based platform and other proprietary software tools to automate and manage a company's tuition benefit program from employee application submittal through payment processing.

By leveraging Eddor's experience, clients realize cost savings in a variety of ways. For instance, client employees spend reduced time on administrative tasks and are free to focus on mission-related, core business. Furthermore, consistency in adjudication ensures the company will save money by paying benefits only to those who meet all eligibility requirements.

To help employees receive the maximum benefit from their tuition programs, Eddor sends proactive emails to the employees and has a call center with live agents available to answer employee questions. Eddor also has a network of colleges and universities that offers

discounts to employees, creating more value for the clients' tuition benefit dollars. To complement core services, Eddor can provide numerous ancillary services including counseling and academic advising, opportunities to earn college credit through prior knowledge, programs that can help a student graduate without student load debt, and discounts on tuition through a school network program.

Eddor is very adept at monitoring, and staying in front of, emerging market trends. "Over the next decade our country will be faced with the need to greatly increase the number of college graduates in order to remain globally competitive in the marketplace and regain our position as the world leader in the percentage of college-educated citizens," says Way. "Because tuition benefits administration is our sole focus, Eddor is best able to help our clients use their tuition benefit programs strategically. From informative reports to partnerships that offer savings, Eddor's exclusive focus on tuition benefits makes our clients' programs stronger. We understand that tuition reimbursement is not just an important benefit; in the coming years it will be the most important benefit."

The ISO 9001-2008 certified Eddor uses a fully automated tuition system that ensures consistent and accurate policy decisions. The clients' eligibility requirements are configured into the system so as application and reimbursement requests flow through Eddor; they are systematically checked against the clients' unique policy requirements.

Eddor recognizes that satisfied customers are critical to business success, explains Way. "It is our business philosophy to always meet the commitments we make to our customers and exceed their expectations whenever possible. The keys to achieving that success have been our employees, values and passion," she says. "We understand that each person in our team has an impact on our client relationships and plays an important role in delivering our service. We believe that



Adrienne  
Way

honesty and integrity are the key ingredients in developing solid, long-lasting relationships with our clients. We want everyone in the industry to know that Eddor is an honest, highly ethical organization that will not make promises we can't deliver on, and will work tirelessly to deliver what we have promised."

Way's passion for providing excellent service is evident throughout the Eddor organization. She started her career with Eddor 10 years prior to becoming the sole owner of the company. Working through the ranks she developed a keen appreciation for how the quality of the customer experience impacts customer satisfaction. Way also developed a sound appreciation for how different aspects of the business must seamlessly interface to grow and be successful. "This is an exciting, important time for our country and the industry we serve," she says. "The education of this country's workforce is critical for US industries to remain globally competitive and maintain leadership positions. To provide services that help businesses meet that need creates a dynamic opportunity for us."