

10 Years and Counting – How ITC Continues to Control the Cost of Benefits

[Independent Telecommunications Corporation](#) (ITC) is a technology company that helps businesses, municipalities, and schools find the right solutions for their technological needs. Over ten years ago, ITC connected with Ethan Allen on an HR audit question; from that initial conversation, a beautiful partnership commenced and is flourishing to this day. Here's how the story began:



How It Started >>

Initially, Keith Studt, President of ITC connected with Ethan Allen via a local networking group. The conversation started based on a few lingering questions about health benefits.

“I became friends with people from Ethan Allen, and they had a non-pressure consultative approach to our conversations. They didn’t give a strong-armed sales pitch – they simply tried to get to know what was going on in my business.”

During the annual open-enrollment period, companies face challenges regarding health benefits. Researching the details from provider to provider, year over year, is a cumbersome task. However, when ITC decided to enlist the help of Ethan Allen’s HR services, their team became covered under EA’s umbrella of protection. *“Our competitors were merely payroll companies, but no one had the HR benefits like Ethan Allen. That’s why ITC decided to partner with them,”* stated Studt.

When ITC switched to Ethan Allen’s providers, our team found ways to better control the cost of health benefits for their business. Because of our connections with health care providers, we found the most relevant solutions for ITC to save them both time and money.

How It Developed >>

As time progressed, ITC began to learn about additional Ethan Allen offerings and different divisions of the business. They began to utilize our services on their payroll and eventually employed our [Workforce Staffing Services](#) to find the right hires for their team. *“Ethan Allen became a huge time saver for our business. They did their due diligence to navigate the constant changes of the industry, especially when it came to the challenges that unfolded during the pandemic,”* commented Studt.

COVID-19 brought many complex dynamics to everyday work. We didn’t always know the right answers, but our team pressed into unknowns to find working solutions for ITC.

“I don’t know what would have happened if we didn’t have Ethan Allen during these last few years. In the initial panic, we had no idea what was going on. We bombarded Ethan Allen with calls and questions, but shortly thereafter, they created documents to push out what steps we needed to take and gave the needed direction to our leadership team. They sifted through the legalese and provided comprehensible information and support with each change from the pandemic. If I didn’t have them as my resource, I am not sure what we would have done.”

But not everything was smooth sailing from day one. Every business partnership is filled with a few bumps along the road, or, as we like to describe them, challenges that turn into opportunities.

One of the first challenges we encountered came with the installation of Ethan Allen’s payroll method. We listened to their feedback, addressed the changes, and made the process more streamlined.

“We hit a few snags, but Ethan Allen made amends. They handled the hurdle and made it better.”

Thankfully, ITC and Ethan Allen have always maintained open and honest communication, even with the challenges of the last two years. “It’s always been easy to communicate with Ethan Allen’s staff. They are happy to have conversations with our employees and meet with them individually to discuss any HR benefit question that may arise,” stated Studt. “Ethan Allen protects our company, and we are in this together.”

How It Continues



Ethan Allen is grateful for such a strong and reliable partnership with ITC. Their team has mentioned no negative experiences and no reason to consider any other provider. Based on Studt's comment below, we are looking forward to years of partnership still ahead of us.

"It's worth any company's effort to have a discussion with Ethan Allen. Their team has a wholesome, consultative approach. They know what's available, provide education and understanding first, and conduct their business with the utmost professionalism. Ethan Allen will respect your time and see if there's a fit and synergy for a partnership."

Since Ethan Allen began in the late 1960s, our company has been committed to providing human resources support to Hudson Valley businesses. However, that is not merely a statement we make, but a practice we live by that can be seen through the relationships we have with our clients.

If you would like to learn more about how Ethan Allen can support your HR department, take a look at our [HR Administration & Compliance Services](#). We would be happy to walk you through any questions you may have.

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