SIDES Users Discuss Benefits and Ease of Use in Marketing Video

On April 25th, 2013, the United States Department of Labor released a video highlighting the benefits and ease of use of State Information Data Exchange System (SIDES) for employers and third-party administrators that deal with Unemployment Insurance information requests. The video is available for viewing at https://www.dol.gov/dol/media/webcast/20130409-dol-sides-test-4578/ and is slightly over four minutes in length.

The video highlights the differences between the UI SIDES web services application, which provides a "server to serve interface" and SIDES E-Response which is a "web-based reporting portal." UI SIDES allows large employers and third-party administrators to respond quickly and accurately to state agency requests. Equifax representative Joyce Dear explains in the video that UI SIDES provides two distinct advantages for the large employer or third-party administrator. The first advantage is that UI SIDES is built around a standard format allowing for consistent response processes across all participating state agencies. The second advantage is the speed of the electronic exchange which allows the client more time to gather their information and provide a more complete response.

Tina Dacus, HR Coordinator of Kolb Grading, LLC, touts the ease of using the SIDES E-Response system as a medium or small employer. Ms. Dacus says that SIDES E-Response has been "very user friendly" for their company. She also reveals that using SIDES E-Response has cut her time needed for responding to unemployment claims requests to one-third what it was using the old paper and mail process. States are being encouraged to use the video as one of many tools they have been provided to encourage large, medium and small employers in their state to take advantage of the efficiencies built in to the SIDES interface.

SIDES is a web-based system that enables state UI agencies to exchange information with employers or their TPAs. SIDES is designed to reduce UI payments to ineligible claimants, yield administrative cost savings to both employers and taxpayers, and promote more timely benefit determinations. The SIDES electronic data exchange formats are subject to rigorous edits and validations to ensure the satisfactory quality and completeness of the information.

For more information on SIDES, please contact SIDES Director Jerry Pectol at uisides@itsc.org.