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CORE HR/WORKFORCE

BEST SMB-FOCUSED SOLUTION

2022

isolved™

Case Study: 2022 HR Tech Awards

Each year, technology companies across HR, talent, and learning apply for the HR Tech Awards to demonstrate the value they bring to their clients and to the broader industry. These case studies represent a sampling of the capabilities from the award winners in our program.
Learn more about the HR Tech Awards.

Company Name:	**isolved**
Website URL:	**https://www.isolvedhcm.com/**
Insert Logo (JPG/PNG):	
Key Customers:	

About the Company

isolved is a people-first human capital management company whose sole vision is to enable customers to exceed their goals through transformational employee experience. We do this by providing software and services across talent management, HR & payroll, workforce management and engagement management with focus on nurturing wellness and wellbeing across financial, physical, spiritual and educational wellbeing.

Our solutions and services reach every state, county and strip mall in America. In addition to being leveraged by our own employees, they are delivered directly or through our partner network to more than five million employees and 145,000 employers who use the technology to boost performance, increase productivity, accelerate results and reduce risk. Our customers and partners range from small businesses to household names that you are likely familiar with – from Burger Kings™ and Panera Breads™ you may have eaten at, Bridgestone™ locations you may have bought tires at, and Foodliner™, whose trucks you may have seen on highways delivering food ingredients as the largest bulk food distributor here in the U.S.

At the end of our day, our mission is to provide the modern workforce with a futureproof platform to deliver awesome outcomes fast. We live and breathe this every day for our customers who are making incredible inroads on moving from transactional HR to strategic HR and EX. Take Milestone Retirement Communities as an example. Their 2,200 employees across the U.S. were so bogged down by critical yet mundane things like timeclock issues that they couldn't see the EX forest through the HR trees.

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Reducing employee frustrations for Milestone was a key reason they came to isolved – breaking their contracts with ADP to do so. Time and payroll is core to employee experience with nothing else mattering if those aren't right. Now that those are right, all 40 senior-living retirement communities for this organization are using isolved to streamline employee experience. While their community footprint and commitment to EX is impressive, as is isolved customer Key Training Center (KTC) – one of our favorite customer stories. KTC is one of Florida's largest and most successful non-profits serving the developmentally disabled. They leverage most of isolved People Cloud to empower, employ and engage their workforce. Their workforce is a bit different than most in that the clients that they serve are also employees. Those with developmental disabilities are given independence through KTC by living on their own in one of the KTC communities, working on their own through a KTC position or out in the community and they are given an overall sense of independence they may not have ever received without KTC. While there are many proof points of the KTC-isolved relationship, the human one speaks most to us: the KTC clients with developmental disabilities are able to log into isolved, elect benefits, see their paystub and complete HR tasks that make their employee experience one full of encouragement and empowerment. There's nothing better than what we can say about total rewards and wellbeing than giving every employee the ability to be compensated and recognized.

Problem(s) Your Technology Solves

Through our end-to-end HCM software platform, our HR Services, and our Benefits and Insurance offerings, isolved enables businesses to selectively deploy technology, expertise, and employee benefits to deliver an exceptional, transformative employee experience. Our integrated HCM software platform enables companies to fully manage every aspect of the employee experience, from initial recruitment to retirement benefits, and at every step to deliver the necessary data and analytics to managers to continually refine and improve both employee experience, engagement and effectiveness. We delivery industry-best time to value while rapidly addressing current business challenges and setting in place a foundation for future growth.

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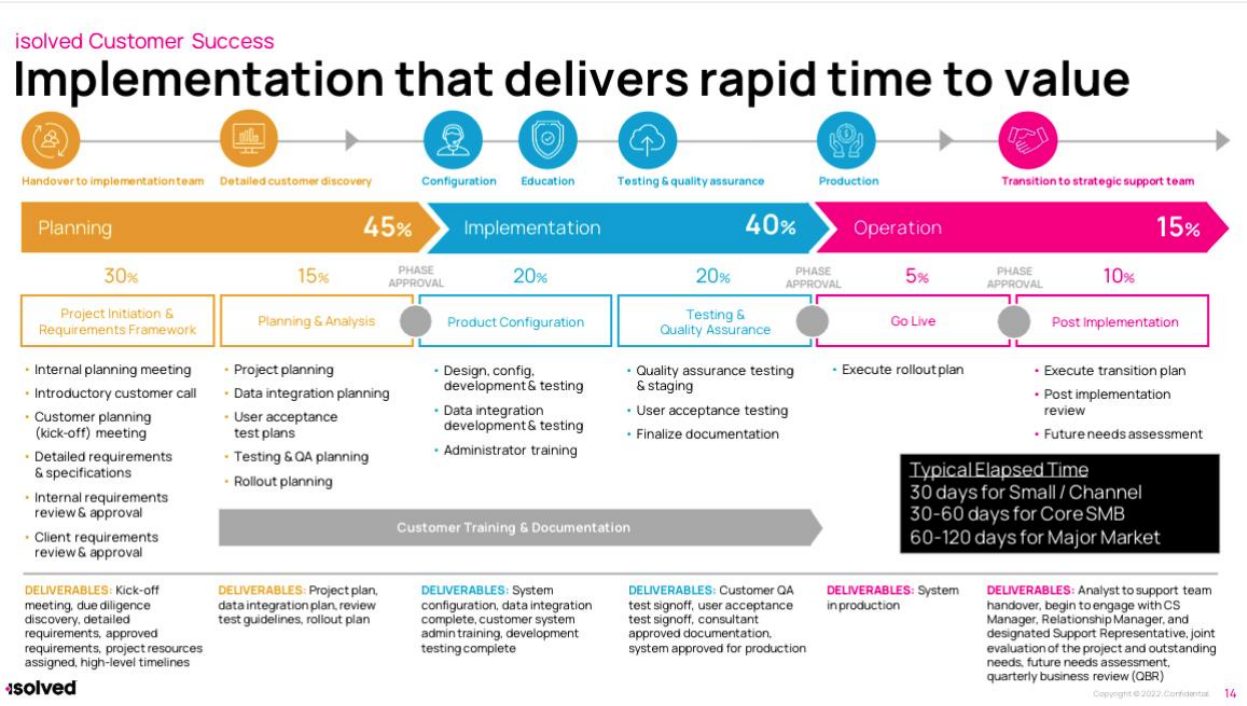

Our platform also uniquely combines a high degree of sophistication with intuitive simplicity—to enable even small HR teams to easily access the full transformative potential of an end-to-end EX solution built with total employee engagement in mind.

With isolved People Cloud, customers are able to create an exceptional employee experience regardless of their business size. The combination of a single source of truth for the employee experience, and the embedded analytic functions, enables HR and business leaders to have data-driven understanding of what meaningfully drives the best employee experience, along with the tools and technology to maximize positive impact on engagement, belonging, and a positive business culture. isolved helps provide real-world impact including customers getting paid back for their investment in as little as six months, a 25 percent reduction in employee turnover and $85,000 annual payroll labor cost savings.

Typical benefits by category as a percentage of all achieved by customers running a broad product footprint include:

- Increased employee retention 38%
- HR productivity savings 19%

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- Reduced payroll & admin costs 13%
- Eliminated fees from retired systems 10%
- Avoided unnecessary benefit payments 9%
- Simplified compliance processes 4%
- Accelerated onboarding 4%
- Avoided timeclock costs 3%

More softly, isolved Giving & Volunteering helps attract top talent while making positive social impacts and positive employee experience impacts by providing both employees and employers what they are asking for—alignment with charitable causes plus simple, seamless methods for managing giving programs, processing contributions, and reporting social impact. This product within isolved People Cloud considers an employee's total wellbeing to connect with their purpose and passion at work. Donations can be taken directly from payroll, as isolved runs their employer's payroll, and even time off to volunteer or use volunteer hours can be used from isolved's Time and Attendance tech.

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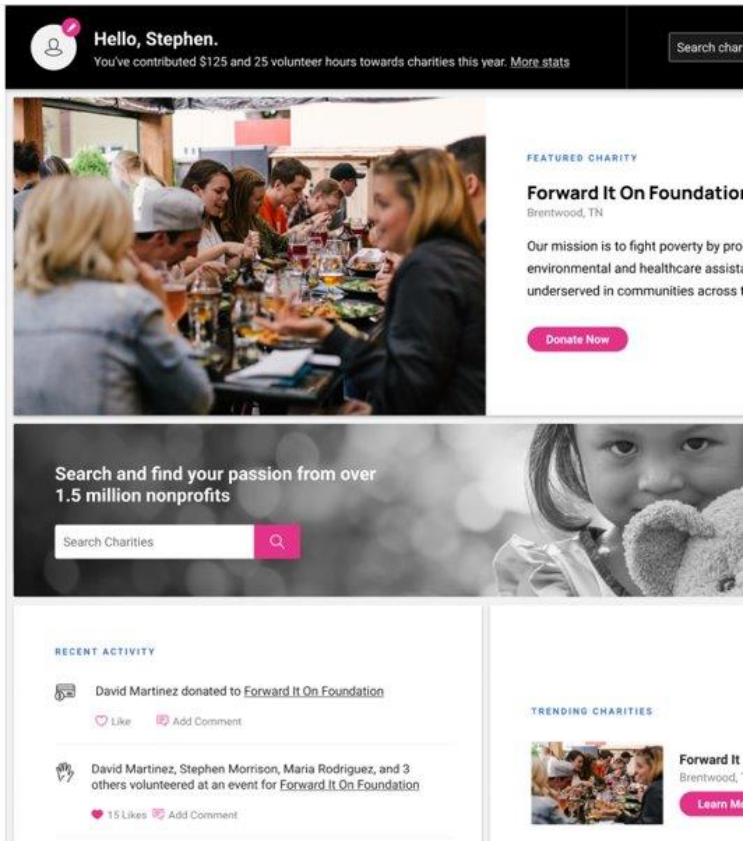

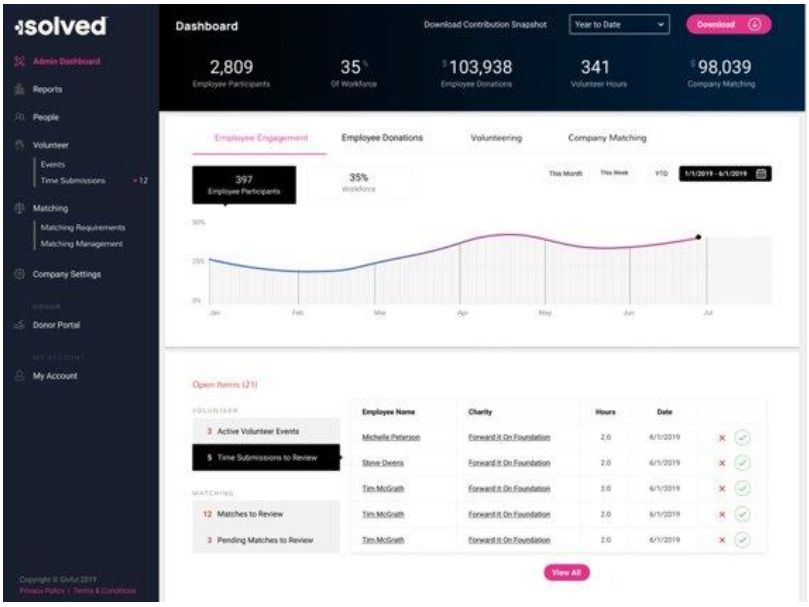

Additionally, isolved Predictive People Analytics ties it altogether by intelligently connecting every part of the customer journey – from hire to retire – with data to ensure

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they are paid fairly, that their employers understand what really aides in engagement and retention and how diverse/or not diverse their employee base is. Managers can manage total rewards by not only understanding what they are but also ensuring employees are paid fairly such as with underserved employee populations.

All of this technology is almost unheard of for the small and midmarket, yet isolved gives powerful Enterprise technology to its customers that are, for example, as small as 5 employees to as large as 5,000. With a per-employee, per-month model, nothing is off the table for any business looking to transform its employee experience.

Finally, isolved Share & Perform is a comprehensive engagement platform for employees to connect with their peers, for HR teams to distribute surveys and for employers to manage total wellbeing while managing performance reviews to ensure they are comprehensive and fair. isolved addresses the educational wellbeing aspect through our LMS.

Client Case Study

When a driver with a criminal history crosses state lines, it is not guaranteed that their data is along for the ride. When law enforcement cannot access another state's information about an individual, they are exposed to even more risk than is already intrinsic to the job.

Nlets - the International Justice & Public Safety Network, is a private, not-for-profit organization that leverages its partnerships and platform to securely exchange data and share criminal justice information. To keep police officers safe, Nlets strives to get the right information to the people who need it as quickly as possible – and they do so with an average roadside query response time of 1.5 seconds.

To ensure Nlets employees can be as productive as possible for the law enforcement agencies they serve, Nlets uses isolved People Cloud to employ, enable, and empower their staff. Nlets came to isolved with a similar challenge to the one their public safety partners face – the need to integrate data and systems for a single source of information.

- 410 Hours a Year Reduction with Employee Self-Service
- $3K Less Per Hire with Faster Recruiting and Onboarding

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- 75% Less Time Processing Employee Payroll and HR updates

“The impact of the transition to isolved was immense: it integrated our HR functions into a single system, which made management of our human resources functions much easier and more efficient,” said Laura Carter, Chief Human Resource Officer at Nlets. “The continual addition of features to the platform have supported our needs for human capital management (HCM). Since our original implementation in 2014, our staff numbers have increased by almost 25 percent, and we have continued to add resources to our isolved human resource information system (HRIS).”

“For example, we transitioned from the TimeForce system to isolved’s Time and Attendance system and moved our external FSA plan to isolved fringe benefit services. More recently, we have added the Applicant Tracking System, Learning Management System (LMS), and new-hire Onboarding. It seems that each time we have a new HR functionality we want to offer our employees, isolved is ready to meet our needs.”

In fact, the timing for adding on new functionality can, at times, be uncanny.

“Each year, our C-Suite comes together and brainstorms what we want the future of Nlets to look like,” said Carter. “One year we came up with needing to add an LMS, and, of course, isolved already had that capability. Then, this year at the chiefs’ meeting, we discussed adding the capability for employees to make charitable contributions, and for us to be able to match it. Boom! There was isolved, saying,” We can do that with a recent acquisition.” As with isolved Giving & Volunteering and everything before it, we are excited each time that new features are released because we know isolved is on the cutting edge of what employees expect today from their employers.”

What attracted Nlets to new isolved solutions versus others in the market was the ability to intelligently connect all HR functions in a single solution, to improve the employee experience and to improve overall employee wellbeing.

“When a request for a new HR function arises, we research what platforms are out there,” said Carter. “Time after time, we’ve concluded that we would much rather manage our initiatives in a single system that is intelligently connected to each part of the employee journey than many separate solutions. We also know what kind of service we’ll get with isolved versus other vendors.”

“Any time I call, the response is quick and efficient. Our initial implementation was fast and easy and everything we’ve added since that time has been the same. isolved makes it very easy, and their customer support is very good.”

As a small company with roughly 50 employees, the HR department of one works to improve the employee experience beyond payroll (which they also manage with isolved)

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– from paying 100 percent of dependent benefits to differential pay – but ultimately it adds complexity. The platform is a big help with keeping up with the laws and compliance changes in each state: this primary benefit saves them the continuous education hours, compliance mistakes, and potential fees.

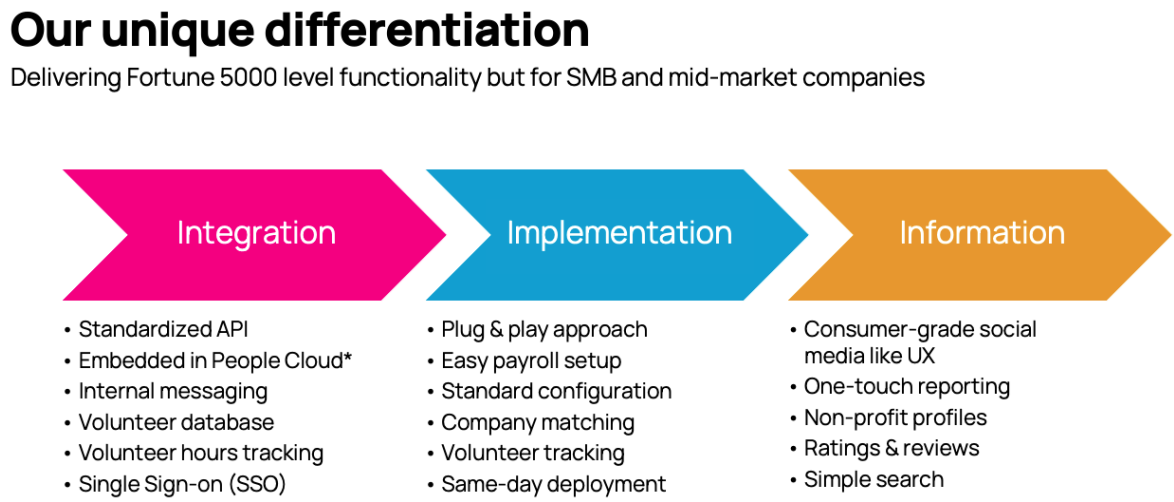
Another big benefit has been the new-hire experience.

“Recruiting and onboarding were very time consuming before we started using isolved. We used to have applicants in a spreadsheet and then manually work through the new-hire paperwork. The Applicant Tracking System now stores everything for us and saves a considerable amount of time for both HR and the hiring managers. By adding in onboarding, the lifecycle of an employee is now all within isolved.”

While Nlets HR journey continues to evolve, isolved’s product development and investments ensures they have a futureproof platform for the organization to grow on and deliver on its mission to keep cops safe on the street.

Key Differentiators

One HCM solution — and one secure, accurate data set — enables you to simply and flexibly customize and scale your solution from HR & payroll, to employee performance and engagement, learning management, and workforce reports and insights. We are accelerating results with an intelligently connected HCM. Errors and inefficiencies are eliminated to deliver a “single source of truth.”



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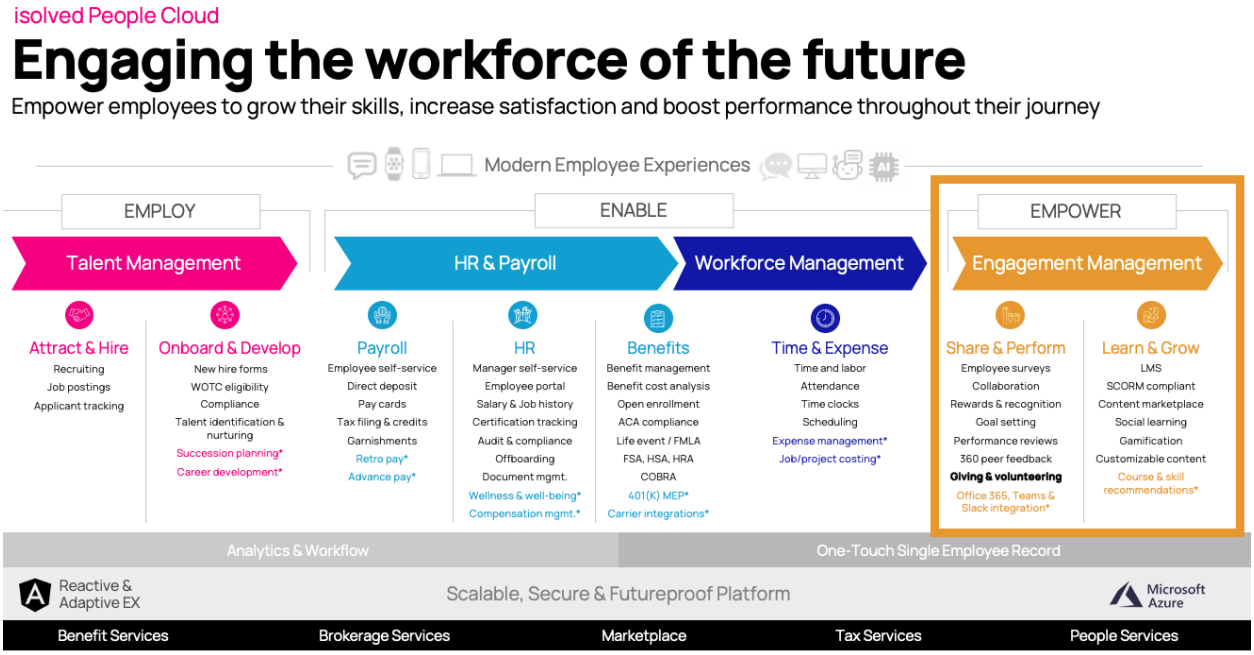

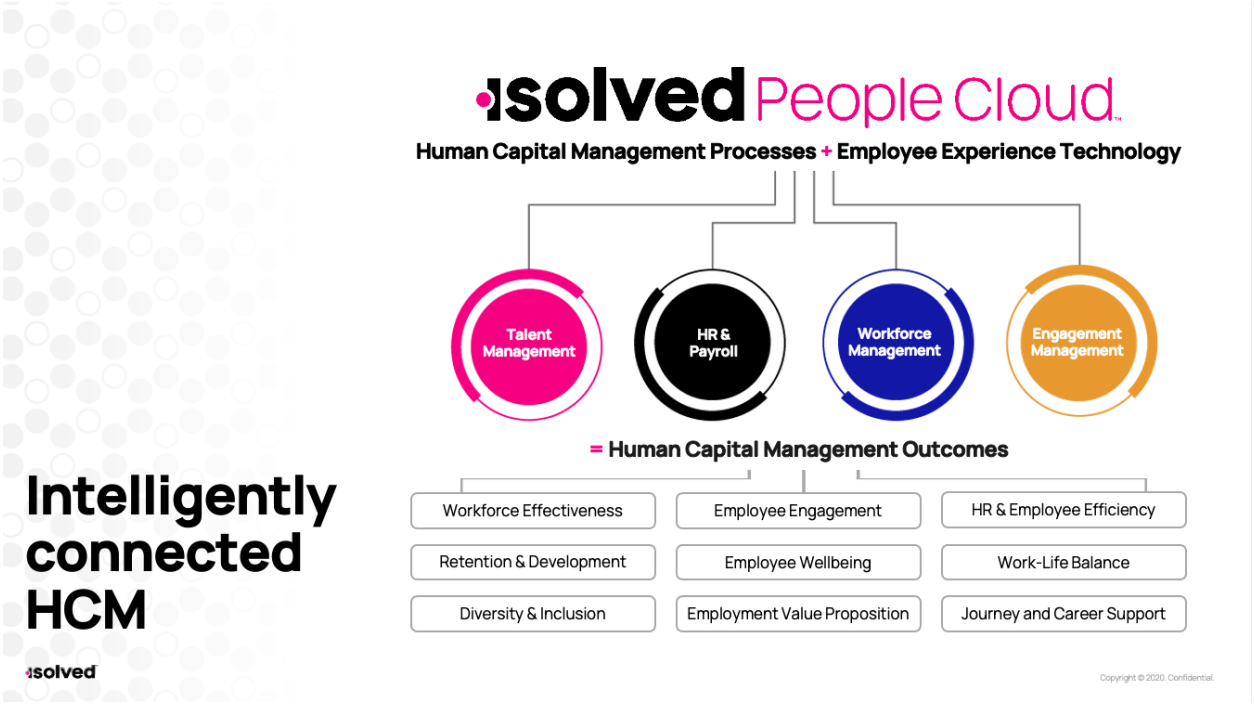

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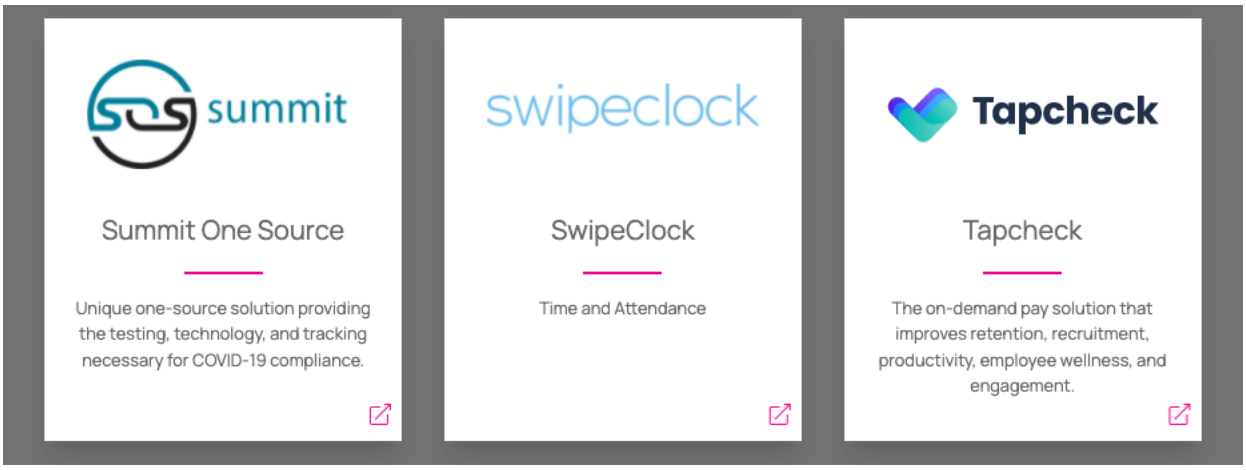
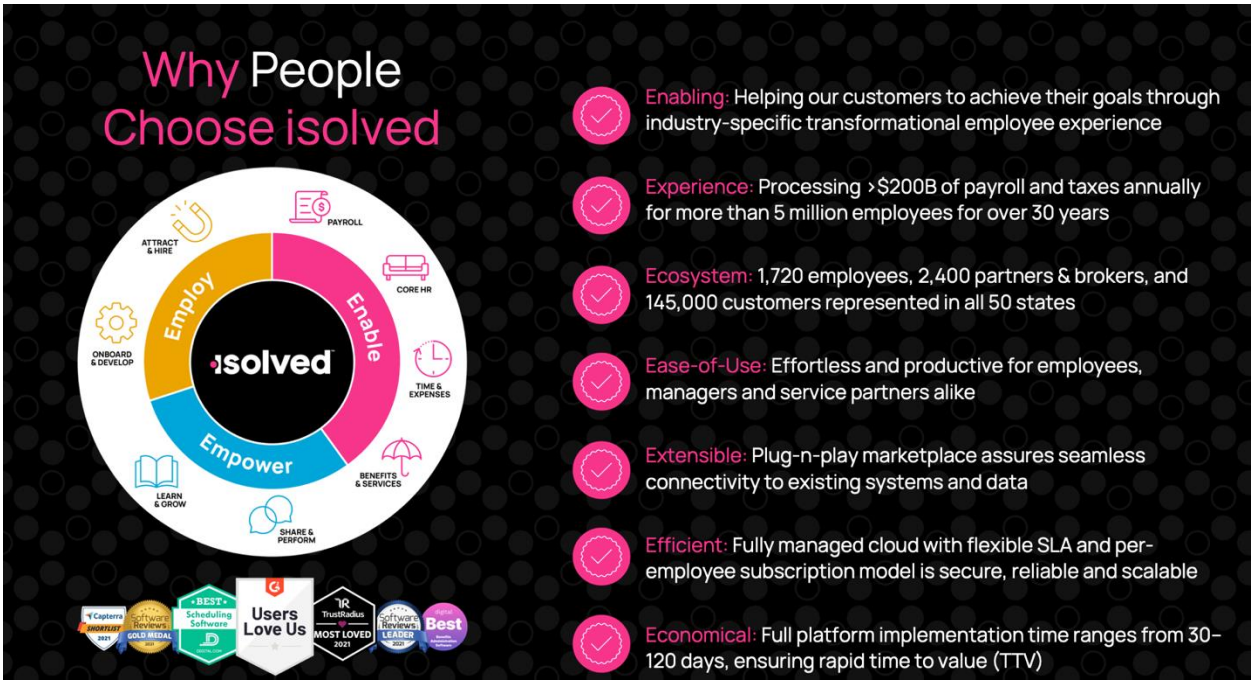
In addition, isolved marketplace offers over 1,700 integrations and apps to boost your employee experience. From TurboTax to sage, these modules create the ideal solution for businesses and enhance the platform as a result.



Here's really why people choose isolved:



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The Company Behind the Technology

As a Certified Great Place to Work, we live by the motto 'Win As One.' Workplace culture sets up the foundation for our values, beliefs, how we interact, and how our leaders work for our employees. We have a culture that truly empowers each person in our organization. The empowerment of diverse thoughts, beliefs, culture, and turning our company into a team environment.

isolved believes in our people, their talents and their growth potential, which is why we support and empower our employees in many different ways. One of the most unique characteristics of the isolved culture is that we deliver on the same employee experience promises we make to our customers as we do to our employees. As a company that provides technology for our customers to intelligently connect each of their human capital management tactics and touchpoints, we have a rare opportunity and responsibility to ensure a modern employee experience that is inclusive for all. Whether it's leaders leveraging our voice-of-employee tools and acting upon the insights or encouraging the use of our employee portal/intranet to collaborate with or recognize peers, we give employees every tool we have to provide a purposeful employee experience.

In addition to our many Diversity, Equity, Inclusion and Belonging (DEI&B) groups that work to foster an environment that welcomes everyone, we leverage our Giving & Volunteering tool so employees can donate to and volunteer with causes they care about. Employee wellbeing and wellness has many dimensions and isolved is proud to connect to each.

Internally we use our Share & Perform module, which is part of our intelligently connected HCM platform, to provide transparency into goals and progress. This plays an important role in performance management. With the technology, employees and their managers can set individual goals that align to their team, department and the overall organization. This allows employees and their managers to see a clear picture of the work that has been done, is being done, and the work yet to be done. It provides a transparent performance evaluation process as well as keeps employees focused and encouraged that their work impacts them, their team, their department and their company as a whole.

Outside of collaborating through our own technology, we also value teamwork when it comes to filling positions with top talent. We encourage employees to use their voices on social media to highlight open positions, post genuine and honest reviews of their experiences with the company and submit employee referrals (which can result in a

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bonus). Our employees know the company best, which is why we encourage everyone to help bring on more people through recruitment pushes across departments and roles.

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About Lighthouse Research & Advisory

Lighthouse Research & Advisory is a modern, independent analyst firm dedicated to setting the standard for excellence in talent, learning, and HR with practical research and a hands-on approach. By providing compelling research and actionable insights, our team enables HR, learning, and talent leaders to deliver more value to the business. Our research examines competitive practices, cutting-edge technologies, and innovative strategies.

Ben Eubanks is the Principal Analyst at Lighthouse, providing insights for today's talent leaders and vendor partners. He works with practitioners from areas across the HCM spectrum, delivering high-quality research, insights, and advisory services to enable better business performance. His book, Artificial Intelligence for HR, was published in 2018.

Prior to joining Lighthouse, Ben worked as a researcher, writer, and speaker for nearly more than 10 years, focusing on learning, talent acquisition, and talent management. During his tenure as a researcher, he has published more than 1,000 reports, case studies, and articles in addition to providing advisory services to executives from some of the largest and most respected organizations in the world.

He also has hands-on experience working as an HR executive, leading both strategic and tactical talent practices and giving his research a distinctly practical perspective. Ben has interviewed business leaders from notable organizations such as Southwest Airlines, IBM, H&R Block, McDonald's, AARP, and AlliedUniversal in his role as the host of We're Only Human, a podcast focused on the intersection of people, technology, and the workplace. In addition, he founded and operates upstartHR.com, a community serving HR leaders that has reached more than one million readers since its inception.

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