

Employeease

Award-winning human resources organization and division of ADP, leverages Treeno's Global Content Management system to simplify document storage/retrieval and improve customer service.



EMPLOYEEASE

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Jody Brown, internal systems group manager, Employeease

Company:

Employeease
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877.450.5500
www.employeease.com

Industry

Human Resources Management

Service Area

A division of ADP, Employeease services clients nationwide.

Operational Impact

Delivered instant enterprise-wide information access — Documents are retrieved, sorted, and filed in seconds and never get lost.

Reduced costs — Employeease customer service representatives have reduced annual document search and retrieval costs by 50 percent.

Reduced demand for physical space — The use of paper was reduced by 95 percent and all files are stored electronically in a secure, central repository.

Irrefutable document integrity — Employeease now has the ability to virtually eliminate any possibility that documents stored in their system can be altered without detection, ensuring undisputed authenticity of records.

Enhanced file protection — TreenoGCM protects against loss due to disasters, while critical information can still be kept on-site.



TreenoGCM™ benefits:

- ▶ Instantly and easily finds any document
- ▶ Makes content centrally available to all – anytime and from anyplace
- ▶ Allows familiar workflow processes to remain intact – *we work the way you work*
- ▶ Keeps sensitive documents secure; available only with assigned access rights
- ▶ Automates document tracking and auditing
- ▶ Simplifies records management
- ▶ Prevents lost records
- ▶ Saves storage space



The Client

Employeease provides human resources management solutions for over 1,500 companies nationwide. Leveraging a flexible, software as a service (SaaS) architecture that delivers all the tools to manage or outsource HR tasks for up to 50,000 employees, Employeease combines on-demand HRIS, benefits administration and self-service solutions with a dynamic service center and a pioneering network. The company's human resources, benefits and payroll solutions have garnered numerous awards, including a position in the "Leaders" quadrant in the "Magic Quadrant for U.S. Mid-market HRMS" report for 2006, published by Gartner Group. Forbes listed Employeease as "Best of the Web" in HR on multiple occasions, and the company received a "Codie Award" for Best Human Resource Solution—the software industry's highest honor.



Leading real estate and title closing service provider Accurate Title selected TreenoGCM as their enterprise-wide, content and document management partner. This decision helped the company to increase productivity, reduce operational costs and expand its business.

The Challenge

The human resources management industry literally generates piles of paper documents on a daily basis, from job applications to 401(k) forms. Employeease found that its team of customer service managers was struggling to find the documents they needed, when they needed them. "Our business model just wasn't scaling well," recalls Jody Brown, manager, internal systems group for Employeease. "With multiple people across multiple teams working on or trying to access the same document, people were losing things or duplicating efforts." The company needed a powerful yet simple solution to enable search and retrieve actions while tracking, monitoring and securing sensitive information on clients' employees. "Our BPO (Business Process Outsourcing) group came to me with concerns. Their question was, "How can we take information delivered to us by e-mail, fax, phone and mail and set up a workflow so it all goes to the same place?" Brown says.

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The Solution

After evaluating several vendor offerings, Employeease chose Treeno, a Portsmouth, New Hampshire-based software company specializing in easy-to-use yet extremely powerful Content Management (ECM) software solutions that combine integrated document management, business process management, records management, and more in a single easy-to-use application. The company's TreenoGCM™ (Global Content Management) allows organizations of all types and sizes to improve their operational efficiency by capturing, organizing and sharing any type of digital or paper-based document within a secure, central repository. System deployment is

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effortless, document retrieval is instant, integration with existing applications is seamless, and the Treeno system can scale to support as few or as many enterprise users as an organization requires.

While many of the ECM software vendors could promise an out-of-the-box solution to ease most of Employease’s pain points, few of the solutions could be customized to fit the company’s existing infrastructure. “Most vendors had similar systems for scanning and faxing, but e-mail was a major challenge for most of the vendors,” Brown says. “And most vendors required that we change our existing infrastructure and workflow processes to support their solutions. They were trying to steer us towards a more static solution.” Brown says that many vendors estimated that with training and physical roll-out time, it would take at least six months for the solution to be up and running. “That just wasn’t an option for us,” Brown explains. “It was important that the solution could be implemented quickly with minimal down time on our servers and our employees. And we didn’t want to spend a lot of time with training. It had to be easy to use.”

TreenoGCM provided Employease with all the features they needed to manage faxes, e-mails, images, and paper documents, without having to migrate to a different operating system or CRM software. Plus it could be implemented quickly and didn’t require physically touching every desktop.

Further, Treeno’s engineers added a customized solution that exceeded the company’s expectations in a vendor solution. “The Treeno system did most of what we needed right out of the box,” Brown says. “But they also went that extra mile by developing a custom plug-in specifically for our e-mail routing needs.”

In the end, Brown says, Treeno’s cutting-edge technology and customer-centric philosophy were the reasons for Employease’s decision. “They listened to us, to put it simply,” he says.

The Outcome

Once Employease made the decision to implement TreenoGCM, things began moving quickly. “The integration experience was better than I expected,” Brown says. “From the initial agreement, through the creation of the custom email plug-in piece, to the installation and training, we were fully up and running in weeks versus months. The actual installation period was only about three days. The other vendors we’d spoken to told us it would take between six and twelve months.”



Brown says the staff at Employease has responded well to the new system. "It's been an overwhelmingly positive reception with the employees here," he says. "The process of bringing on new customers has been made much easier, and we've made good headway on transferring existing customers over to the new system."

The integration wasn't the only thing that was fast: Brown says his employees noticed an almost immediate improvement in workflow performance. "I'd say we cut our search and retrieval process time in half almost right away," he says. In addition to the 50 percent reduction in the time it takes customer service managers to search for documents, he also noticed a staggering 95 percent reduction in the use of paper. "Our central office once was the home of a huge set of filing cabinets," he says. "Not only was it inefficient, but the only thing securing it was an old fashioned padlock. With TreenoGCM, we don't need those giant file cabinets and the information in those files is much more secure."

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Human resources organizations rely on TreenoGCM to:

- ▶ Simplify enterprise wide access to critical documents
- ▶ Improve operational efficiency with minimal disruption
- ▶ Track document task date/time stamp, task originator, task description
- ▶ Continue to work within existing software applications
- ▶ Reduce demand for physical space
- ▶ Improve information security
- ▶ Increase sales and improve customer service quality

Human resources organizations around the world are increasing productivity and improving customer service quality with TreenoGCM. To learn more about how Treeno can help your organization, call us at **1-800-528-5005** (U.S. & Canada), **1-603-570-4317** (outside of U.S. and Canada) or visit us on the Web at **www.treenosoftware.com**

