



A PuzzleHR Case Study:

Enhancing HR Support with PuzzleHR's Employee Direct Connect Service

EXECUTIVE SUMMARY:

Our client, a dry van, full truckload carrier, approached PuzzleHR for assistance addressing their employees' Tier 1 HR questions. With an internal HR staff of 2 struggling to manage over 1,100 truck drivers who are not regularly on location, they made use of the Employee Direct Connect service. The EDC team was able to address issues promptly and professionally, helping reduce the internal HR workload and contributing to a boost in employee satisfaction.

THE PUZZLE:

The client approached PuzzleHR for assistance with several HR challenges. With over 1,100 employees, their internal HR team of 2 struggled to provide timely support and handle Tier 1 HR requests on their own. The nature of the business added to this challenge. Connecting directly with their employee base often proves challenging, as it is primarily composed of truck drivers who are not regularly on-site. The client wanted to provide their employees with consistent, accurate HR support without expanding their internal team.



Meet the Teams:

Our Client: Our client is a dry van, full truckload carrier serving the middle-mile market. They pride themselves on their high-performance services, reliability (boasting a 97% on-time delivery rate), fair prices, and outstanding safety record. They are committed to setting new standards for predictability and transparency in price and performance, driving down costs for shippers while meeting their needs.

PuzzleHR Employee Direct Connect: Employee Direct Connect (EDC) gives employees easy access to PuzzleHR's Service Team through multiple channels whenever they need it. The platform allows employees to get answers to pressing HR questions quickly and efficiently, allowing clients' internal HR teams to focus on strategic imperatives. EDC ensures employees receive support promptly without adding to their supervisors' or internal HR teams' workload. The PuzzleHR EDC team provides more than one-size-fits-all solutions. Their expert knowledge goes beyond general HR and extends to specific company policies, meaning employees receive answers tailored to their organization's processes. From benefits to PTO policies and more, employees can easily access information that is relevant to their job in a timely manner.



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THE SOLUTION: Employee Direct Connect

The client initially worked with PuzzleHR in 2022 for implementation services and returned in 2024 to utilize the EDC service. With Employee Direct Connect, the client received access to PuzzleHR's Service Team through phone, email, and the new ConnectPLUS mobile app, providing them with quick and efficient responses to Tier 1 HR questions.

Within 45 days of using Employee Direct Connect, the client recognized the value of the service. EDC was a contributing factor to increased employee satisfaction, as issues were able to be resolved quickly. The HR and management teams experienced a decrease in stress, with fewer irate employees approaching leadership because their issues were being addressed promptly. The PuzzleHR Service Team's breadth of HR knowledge made it easy to handle HR issues that changed by the season, and the easy availability of team members provided a service level equivalent to that of a full HR staff without the cost of hiring additional personnel.



"I sleep better at night knowing my people are taken care of."

-Chief People Officer

FUTURE PUZZLES

The client was so pleased with the outcomes provided by their use of EDC they renewed and expanded their relationship with Puzzle.

In the future, they will utilize the data collected by the EDC team, such as summaries of the issues being addressed and metrics reflecting EDC's assistance areas, to create quarterly engagement surveys and employee engagement initiatives.