



A PuzzleHR Case Study: Finding the Missing Piece

THE PIECES

Our client came to PuzzleHR facing a set of interconnected challenges. They struggled to maintain positive employee relations while undergoing internal restructuring. This restructuring, combined with their lengthy onboarding process, resulted in a high turnover rate. Such conditions made daily operations difficult, feeding back into employee relations issues

PUTTING IT TOGETHER:

PuzzleHR understands the importance of onboarding in the overall employee experience and stepped in to revamp the client's onboarding process. Our dedicated HR professionals integrated a streamlined 3-week process to accommodate the regulation and compliance checks necessary for the client's new hires. The new process enhanced the new hire experience and improved internal efficiencies, allowing the client to focus on their business.

In dealing with a high turnover rate, the client needed assistance in **attracting** and **retaining** talent. With their recruiting experience and access to top talent pools, PuzzleHR's TA team worked to handle all the client's talent needs. The Talent Acquisition team at PuzzleHR has also been working closely with the Onboarding team to improve the success of both departments. Collaborating ensures that new hires are the best fit for the company and set up for long-term success. Beyond recruiting and retention, the organization also needed assistance with internal restructuring and employee relations. PuzzleHR's professionals have taken a comprehensive approach to HR management, addressing issues such as compliance, policy creation, employee relations consulting, and leadership development. Providing the client with a robust support system allowed for the creation of a workplace that fosters innovation and opportunities for employees.



Executive Summary:

Finding the missing piece in your organization's puzzle is no easy task, but PuzzleHR's Talent Acquisition professionals make it easy. With the help of our HR, TA, and Onboarding professionals, our client was able to enhance their employee experience and attract top talent.

Meet the Teams:

Our Client: Our client is a large healthcare nonprofit with a goal of providing specialized support and services to their target demographic. Located in Arkansas, their services support individuals through all stages of life.

PuzzleHR: PuzzleHR has been working with this organization for about a year, since spring of 2023. Specialists working with the client include an HR Business Partner, an HR Service Partner, an onboarding professional, and talent acquisition professionals.



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CURRENT PICTURE:

- The client is still working with the HR, Onboarding, and TA teams to maintain their processes and address TA needs.
- The comprehensive approach to HR allows the client to focus on their mission, while PuzzleHR provides a support system to address challenges.
- The shift in the onboarding process has improved compliance, enhanced employee experience, decreased turnover, and allowed TA to attract top talent.



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FUTURE PUZZLES

Continued Restructuring

As they continue undergoing restructuring, PuzzleHR will be there every step of the way to help our client with this internal transition. Our HR team will assist with upgrading policies and procedures with a continued focus on improving employee experience.

Employee Direct Connect

Another step in streamlining our client's processes will be the future integration of our Employee Direct Connect service. Our client is looking to provide additional resources to their team, and EDC will allow their employees to speak directly to HR professionals, making HR communication more efficient.

Contact us today to see how we can transform your Human Resources!