



# A PuzzleHR Case Study:

## Leave of Absence Management

### INITIAL CHALLENGES

**Absence of HR Infrastructure:** The client was operating without a dedicated HR representative. Their VP of Finance was handling HR-related responsibilities, limiting the finance team's ability to focus on their core duties.

**Lack of Structured HR Processes:** The client's lack of established HR processes meant they were operating in an ad-hoc manner that created operational risks.

**Growth and Acquisition Planning:** Our client was planning acquisitions and anticipating significant growth, but without proper HR infrastructure in place, these initiatives posed operational and compliance risks.

**Leave of Absence Management:** The client managed LOA cases without dedicated expertise or established systems, risking regulatory issues and employee dissatisfaction.



### Overview:

Our client, a company in the logistics and development sector, specializing in smart building intelligence platforms, approached PuzzleHR for help creating an HR infrastructure that could support their expanding business. The company lacked a dedicated HR presence, and their upcoming acquisition plans necessitated a comprehensive solution. PuzzleHR worked with the client to transform their HR management strategy and position them for sustainable growth.



# A PuzzleHR Case Study:

## Leave of Absence Management

### STRATEGIC INTERVENTIONS

**HR Service Implementation:** PuzzleHR implemented multiple services, including Employee Direct Connect, Managed Benefits, HR Solved, LOA Management, and Onboarding. This comprehensive, integrated approach addressed all major HR functions. Notably, PuzzleHR assisted with managing multiple of the client's LOA cases, job descriptions, and new hire onboardings.

**Streamlined LOA Process:** PuzzleHR assigned a dedicated LOA Case Manager to oversee all leave-related processes. The case manager implemented a systematic approach, assessing current processes, standardizing procedures, and integrating LOA management into other systems. The LOA service minimized employer involvement by taking over the entire process, from collecting employee LOA documentation to managing LOA-related employee communications and more.

**Compliance and Documentation:** PuzzleHR implemented comprehensive compliance measures, including guidance on complex scenarios, assistance with employee STD/state benefit claim forms, and calculation of employee gap pay and supplemental pay amounts for client review and approval.

**Comprehensive Employee Onboarding:** PuzzleHR implemented a dedicated onboarding service to manage new employee integration. The Onboarding Specialist handled all onboarding activities from background checks through first-day orientation, ensuring regulatory compliance. Our HR team also developed new job descriptions for the client.



***PuzzleHR's integrated approach to Human Resources positioned the client for continued growth.***





# A PuzzleHR Case Study:

## Leave of Absence Management

### RESULTS & OUTCOMES

**Employee Onboarding Scale-Up:** PuzzleHR successfully onboarded dozens of employees since September 2024. Our dedicated Onboarding Specialist ensures the client can handle rapid growth while maintaining a robust onboarding process.

**Effective LOA Management:** The PuzzleHR LOA management team processed 6 cases, with 1 still in processing as of September 2025. The CEO expressed high satisfaction with the LOA service, indicating successful case resolution and management.

**Compliance Management:** The implementation of structured LOA management ensured federal and state legislation compliance, reducing regulatory risks and providing guidance on complex scenarios that could have created legal exposure.

**Enhanced HR Capability:** Transferring HR tasks to PuzzleHR allowed the client's internal team to prioritize and focusing on their own roles. Strategically reallocating resources improved the organization's overall efficiency.

**Job Description Development:** The comprehensive job descriptions drafted by PuzzleHR's team assisted in filling and clarifying the niche roles required by the client. This specialized expertise in technical role definition supported the client's unique staffing needs.

**Onboarding Process Facilitation:** PuzzleHR's Onboarding Specialist facilitated a smooth process, ensuring new hires were effectively integrated and easing periods of staff transition and growth.

PuzzleHR's comprehensive services transformed the client's HR capabilities, achieving particular success in onboarding and leave of absence management. The partnership enabled the company to handle significant employee growth, maintain compliance, and build a robust HR infrastructure. The dedicated LOA case manager effectively managed the complexity of employee leaves while minimizing internal administrative burden. This integrated approach to HR positioned the client for continued growth.