



A PuzzleHR Case Study: Strategizing for Success

THE PIECES:

This organization initially approached PuzzleHR due to a boost in growth within their industry. With the company growing and the industry gaining traction, leadership struggled to handle the necessary HR items. The client needed assistance with a variety of HR functions, including employee relations, performance management, compliance, return-to-office processes, and onboarding.

PUTTING IT TOGETHER:

PuzzleHR began by implementing our HR Solved solution, providing the client access to dedicated HR professionals to assist with necessary functions. Then, Managed Payroll and Managed Benefits services were added. With PuzzleHR specialists handling HR, payroll, and benefits functions, leadership in the organization was freed up to continue to focus on growth.

The client's HR Service Partner assisted in fixing performance management issues, dealing with specific focus on employee relations, and setting up a performance review process for the client. The company is based in California, which brings its own set of unique considerations, and all policy changes are carefully reviewed by the PuzzleHR team to ensure they comply with both federal and California state laws. Post-COVID, the HR team helped our client streamline their onboarding process and bring employees back to the office.



Executive Summary:

PuzzleHR understands the challenges faced by a fast-growing business. Rapid growth and heightened demand outstripped our client's in-house HR capabilities, leading to urgent needs for enhanced employee relations, performance management, and compliance, particularly with the intricacies of California state laws. PuzzleHR stepped in at this juncture, bringing its comprehensive HR expertise to bear through a suite of tailored services that allowed the client to remain focused on innovation and expansion.

Meet the Teams:

Our Client: Our client is a start-up automotive software company in Silicon Valley, California. Their goal is to create high-quality software for vehicles, improving the driver experience and making the roads safer.

PuzzleHR: PuzzleHR has been working with this company since 2020, partnering them with an HR Service Partner, a Benefits Coordinator, and a Payroll Engineer. Our services also provide access to our Employee Direct Connect and Leave of Absence solutions.



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THE CURRENT PICTURE:

PuzzleHR has become the client's go-to for all things HR. Though they started with our Managed HR service, they have also integrated PuzzleHR's Managed Payroll, Managed Benefits, Employee Direct Connect, and Leave of Absence Management.

The client and our dedicated HR professionals have developed a strong relationship, allowing our HR team to collaborate cross-functionally and guide the client in strategic HR initiatives. PuzzleHR is an active partner in the day-to-day employee processes and essential operations.

FUTURE PUZZLES

The 2024 HR roadmap is quite robust, as the organization is looking to re-align its goals, complete a compensation analysis, and upskill its leadership team. PuzzleHR will continue assisting the client with goal setting, performance reviews, annual compliance tasks, everyday employee processes, and implementing an efficient and effective HR strategy. The PuzzleHR team plans to work with their leaders to set goals for the new year and help them gain the skills to hold their teams accountable. The organization will also work with PuzzleHR to complete a compensation analysis and ensure they remain competitive in the market.



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