A PuzzleHR Case Study:
Maximizing Growth with Comprehensive HR Strategy

THE PUZZLE

With an HR team of one and an inability to hit internal HR Key Performance Indicators (KPIs), our client was looking to create an HR infrastructure that could support and engage employees. A lack of time to interview made finding and hiring top talent a challenge. Onboarding, payroll, and performance management technology also needed a revamp.

THE SOLUTION

This organization benefited highly from PuzzleHR's Managed HR/HR Solved service, starting with an overhaul of performance management. Our team made an update to employee handbooks to support their multi-state employee population, further developed policies and procedures, and reviewed total rewards and benefits for benchmarking. Puzzle built templates for exit interviews, corrective action plans, and requisition forms to improve performance management. Working closely with the organization, the HRPM designed and implemented a performance management plan, establishing a review cycle, KPIs and competencies, and corrective action plans. Additionally, the HRPM built out onboarding and offboarding SOPs for the client and conducted live training for managers on how to interview, appropriate interview questions, and compliance 101.

Expanding the HR team of one to utilize PuzzleHR's multi-layered service model allowed the organization to support multiple initiatives at a time. This afforded the internal HR Director time to focus on the company's expansion rather than time consuming and tactical projects. Our HRPM and the internal HR Director strategized on growth initiatives



Executive Summary:

With a lack of internal HR infrastructure but a desire to grow, our client came to PuzzleHR for a comprehensive HR strategy and assistance with recruitment. We were able to provide them with the HR support they needed to focus on performance management and recruiting.

Meet the Teams:

Our Client: Our client is a fast-growing energy drink company headquartered in Florida with 12 other locations. Desiring to provide a positive workplace experience for employees and up recruitment, they partnered with PuzzleHR in July, 2022.

PuzzleHR: PuzzleHR paired the client with a Human Resources Program Manager and our Talent Acquisition team to develop an HR strategy that focuses on recruitment, technology, and internal HR support.

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and expanding the national team. They conducted an employee engagement survey, reviewed the sales team incentives and compensation structure, planned team building programs for a sales retreat, and enhanced company culture through monthly town hall meetings with the remote sales team.

Due to a lack of time and resources, hiring was a challenge for the organization. Our Enhanced Talent solution made it possible to hire 10 employees—2 Directors of Operations, 1 Regional Sales Manager, 6 Junior Associates, and 1 Office Manager.

Technology was the final focus of the comprehensive HR strategy. Our team was able to advise on best technology platforms for onboarding, performance management, and payroll. These platforms had to support both remote employee engagement and organizational growth. Once selected, our team optimized these platforms to work best for the organization's vision.

Puzzle was able to provide the client with the HR support they needed to focus on growing the business.

FUTURE PUZZLES

For the near future of our work with this client, the HRPM is focusing on tangible improvements to the employee work experience. We will be rolling out an employee handbook, essential for managing expectations across a rapidly growing organization. The client's employees will be participating in the Puzzle Index Survey, PuzzleHR's proprietary employee engagement survey designed to identify areas of strength and improvement. A new performance management system is also under consideration to be implemented in the coming months.