

Case Study: Gould's Salon and Spa

450 employees in 13 locations across multiple states



“My favorite part is the ability to know who I’m working with and to know the person on the other end - and to see them from time to time - as opposed to the national company where I’m talking to a different person every time.”

Melissa Williams
Director of Operations for Gould's

CHALLENGES

ACA eligibility and benefits enrollment

Open enrollment was an HR nightmare. Tracking ACA eligibility required a variety of reports, counting hours and transferring to spreadsheets.

Scattered process for hiring/onboarding

Front desk associates were tasked with collecting applications, and HR was traveling to and from each location to collect information.

No central location for HR information

Without a single system to record HR information, multiple spreadsheets were the only solution. This left the Gould's team crossing their fingers that everything was updated and information was correct.

SOLUTIONS

• Digital benefits administration

Now, team members are notified when an employee is eligible for healthcare. Employees can view and select all their benefits online.

• HRIS database to store information

Compatible with all their existing systems, they now have a central place for information that is easy for team members to access.

• Efficient application process

All applications are now digital, and applicants go through a standardized, consistent hiring process at any location.



Automated tasks save time for all team members



No more driving between locations to gather information



Increased accuracy and assurance of compliance



More time to take care of customers, not paperwork