



Innovation in Insurance: An HRchitect Client Success Story

CLIENT BACKGROUND

With a rich history spanning over a century, this client is a well-established property and casualty insurer, offering both personal and commercial insurance solutions. Operating across multiple states, including Massachusetts, Georgia, Texas, Utah, and Ohio, the company's headquarters are based in Van Wert, OH. As a trusted name in the industry, the client continues to evolve and innovate to meet the growing needs of its 730 employees and a broad customer base.

THE CHALLENGE

Despite having implemented Dayforce a few years prior with all modules live, the client felt their system wasn't fully optimized in areas such as audit reporting, security, payroll, and talent management. Manual processes were still heavily relied upon, slowing down daily operations. Recognizing the need for efficiency improvement, the client sought HRchitect's expertise to streamline these processes, automate manual tasks, and enhance system functionality. Additionally, they were eager to explore new features that could improve the overall user experience and drive productivity. By engaging HRchitect, the client aimed to transform their operational workflows, minimize time-consuming tasks, and create a more agile business environment, ultimately positioning the company for future growth and success.

CLIENT PROFILE

- US-based insurer specializing in property, auto, and business coverage
- 730 employees
- Holds an "A" Excellent rating from A.M. Best
- Partnered with HRchitect to assess and optimize their Dayforce system

WHY HRCHITECT?

- Certified Dayforce Systems Integrator (SI) Partner
- Hundreds of Dayforce clients – see what more than 250 clients have to say about us on Raven Intelligence
- Consultants with an average of 7 years of experience with the Dayforce platform

CONSULTING SERVICES PROVIDED

The client partnered with HRchitect to conduct a comprehensive assessment of their existing Dayforce instance, with the goal of optimizing and automating key processes. HRchitect facilitated virtual meetings with the client's various stakeholder groups, conducting an in-depth evaluation of the system's functionality. Alongside this, the client provided a list of items for HRchitect to review, focusing on potential fixes and enhancements within Dayforce. After conducting a thorough assessment, HRchitect recommended an appropriate service plan to begin resolving the existing issues and implement requested enhancements to ensure the system would operate at peak performance while addressing the client's evolving needs.

RECOMMENDATIONS

- Redefine and configure security roles for managers and employees.
- Improve and audit reporting; create 5-10 custom reports.
- Modify workflows, notifications, and tokens; potentially create new security roles.
- Set up dashboards and enable background data refresh.
- Implement new pay group configurations, ideally at the start of a quarter/year.
- Update HR security roles for broader access with limited views.
- Implement absence management workflows with new security roles.
- Update exempt pay groups for reduced pay.
- Set benefit deductions to pro-rate for mid-pay-period changes.



SERVICES PROVIDED

After the assessment report was presented, this client elected to continue to leverage HRchitect to address the optimization opportunities. The consultant expertly guided the client through the post-assessment phase, aligning priorities with the allocated service hours. The targeted solutions focused on adapting the system to the client's evolving team structure, including WFM and payroll reconfigurations.



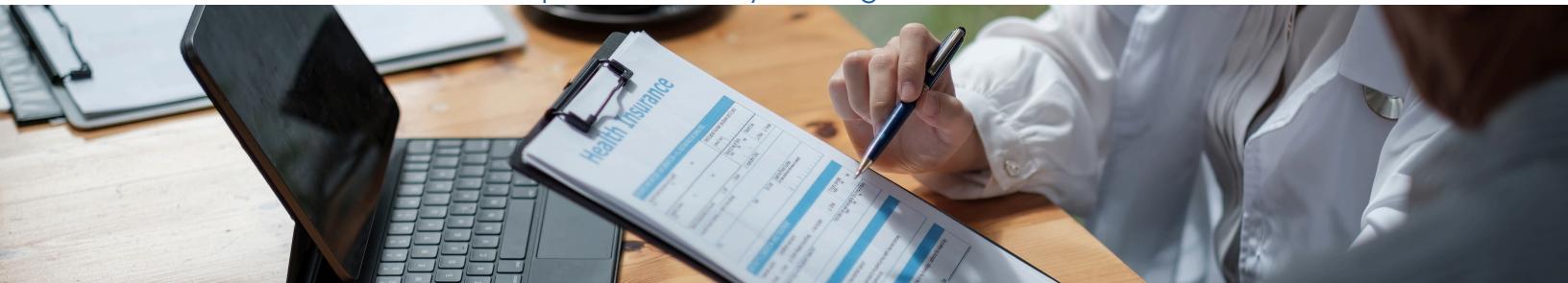
Their consultant's proactive approach revitalized the project, overcoming initial staffing challenges and focusing on recruitment and talent modules. The consultant also streamlined processes by integrating development plans with HR incidents, refining workflows, and standardizing categorization, leading to greater efficiency and impactful outcomes.

THE RESULTS

Since their initial assessment, the client has continued to engage HRchitect, extending their Concierge Managed Support twice. In their most recent statement of work, their consultant expertly guided the client through the final stages, efficiently completing the recommendations while effectively managing time and maintaining meticulous attention to detail. This proactive approach ensured the successful fulfillment of their needs and left the client with additional service hours to spare. HRchitect continues to work alongside the client, empowering them to independently manage support projects and maximize system utilization.

LOOKING TO TRANSFORM YOUR OPERATIONS?

Transform your operations with HRchitect's expert services, just like this client with our Concierge Support Package. Our consultants provide meticulous guidance, enabling you to meet your support needs while equipping your team to optimize your Dayforce system for long-term success. Schedule a complimentary consultation today and discover how HRchitect can unlock new efficiencies and capabilities for your organization.



To learn more about HRchitect's services or request a consultation, click [here](#)!

