

BOULDER HOUSING PARTNERS SELECTS WORKBRIGHT FOR EMPLOYEE ONBOARDING AND OPEN ENROLLMENT

The Boulder Housing Partners HR team was juggling a manual, paper based open-enrollment process and a glitchy, add-on service from their payroll provider for basic form completion before they decided to streamline their 50-page new hire paperwork packet into one system that could handle it all. After implementing WorkBright, they have gained back training time, eliminated the headache of open enrollment and received overwhelmingly positive responses from new employees!



Founded in 1966, Boulder Housing Partners (BHP) is the housing authority for the City of Boulder. They build, own, and manage affordable housing for low and moderate income residents.

BEFORE WORKBRIGHT

BHP knew they needed their 50-page new hire paperwork packet to be administered digitally and were utilizing multiple workflows to get this done.

First, they had an add-on product from their payroll system that was meant to feed in & create a record. But the 'onboarding module' was an afterthought for the payroll company which had constant glitches and poor customer service. It was faster for the team to manually create the records which eliminated the efficiencies gained from the onboarding product.

Second, they had a laborious open enrollment process which was completed by-hand and typed in to a spreadsheet by the HR staff. Not only was this a laborious task, it also left exposure for errors.

FINDING A NEW SYSTEM

1

PRIMARY GOAL was to find a system that could truly automate new hire paperwork & the related workflows.

2

SECONDARY GOAL was to digitize the open enrollment process and eliminate the need for duplicate entry.

3

NICE TO HAVE was great customer service that they could count on if help was needed along the way.

↓ SEE THE **RESULTS** OF BHP'S MOVE TO WORKBRIGHT ↓

AFTER IMPLEMENTING WORKBRIGHT

GOT BACK

1 Hour of
Training Time
For Every New
Employee

By having new employees fill out all forms before their first day, the BHP HR team is able to focus on training and orientation instead of explaining paperwork.

SAVED

1 Full Work
Day & Reduced
Errors on Open
Enrollment

By having new employees complete open enrollment forms digitally, the BHP HR team has saved tons of time and eliminated the risk of errors on their end.

GAINED

Happier New
Employees &
A Killer Culture
Kick Off

The new workflow allows orientation to focus exclusively on values and culture, making new employees feel more welcome and better equipped to perform faster!



HOW WORKBRIGHT MET THE BHP GOALS IN THE WORDS OF HR SPECIALIST, JOCELYN MARTINEZ

1

AUTOMATION "We were **up and running in under 5 days** and the feedback every since then has been overwhelmingly positive. Not only are the forms completely automated, but workflows like I9 Countersignature are built in and our new employees (and our HR team) really **love the automated email reminders** that notify staff of what needs to be completed and when!"

2

OPEN ENROLLMENT "This has been one of the **biggest gains**. Previously, it was a full days work for our team to translate hand-written forms which was time consuming and left us exposed to errors. Now they enter it in to the system and we can **easily export the info** when we need it. Added bonus is that employees can check forms and make adjustments from right in the system."

3

GREAT CUSTOMER SERVICE "We're very happy with the system, but the thing that makes WorkBright stand out is the outstanding customer service! The people I work with are **genuinely invested in customer success** which is in stark contrast to where we were before. I believe it was over the holidays this past year that I contacted Peter, the Director of Customer Success, he was teaching ski school and responded from the slopes which is **above and beyond** what I would ever expect!"

WANT TO SEE WHAT **WORKBRIGHT** CAN DO FOR YOU?

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