



HG Fenton Company

Kelsey Woods
Payroll & Benefits Manager



Implementation



Discover the **why:** identify the information gap



Explore the **way:** let company culture guide you



Determine the **what:** does the solution meet the need?



Champion the **win:** commit to the change, share your successes

The Information Gap

What we have - Hard Data

- HRIS Reporting on:
 - Benefits Enrollments
 - Benefits Contributions
- ***Where we are now***

What we needed - Qualitative Insights

- Reflective of:
 - Participation nuances
 - Employee experiences
 - Future plan needs
- ***Where we are going***

Does the data tell a story?

Is the story useful?

Culture Driven Questions

1

GOALS?

- Provide quality support for leaders and employees
- Support business needs

2

VALUES?

- **beCurious** - begin with the end in mind but *listen*
- **beEmpowered** - use your resources and get creative!
- **doWhat Matters** - focus on your customer and adapt

3

VISION?

- **Connection without friction**
- leveraging tools that improve participant experiences, inform trends, and align with financial realities

4

GROWTH?

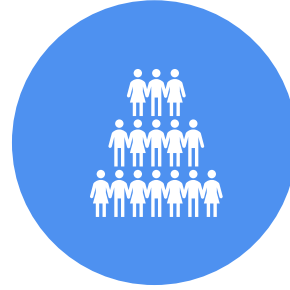
- **Scalable** - can the solution grow with our team?
- **Flexible** - is it easy to modify?
- **User Friendly** - how quickly can we learn to use this?

5

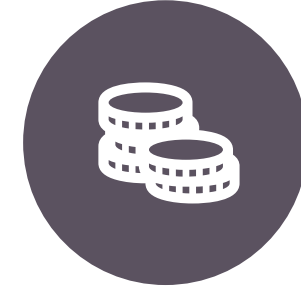
OPPORTUNITIES?

- Are there other applications?

Getting into “the how”: Key Components of Success



COLLABORATION
ASK A DIVERSE GROUP OF
COLLEAGUES TO WEIGH IN!



BUDGET AWARENESS
WEIGH COSTS AGAINST
BENEFITS; KNOW YOUR LIMITS!



TIME MANAGEMENT
ENSURE TIMELY
IMPLEMENTATION



CROSS TRAINING
ASSURE THE SOLUTION STICKS!

HGF Solution: Freshservice Ticketing

Usher in the next-generation Service Management solution

Freshservice's intuitive, intelligent, no-code solution acts as a force multiplier, helping businesses of all sizes achieve efficiency, effectiveness, and greater ROI



Do more with powerful automations

Automate repetitive tasks with powerful workflow automation and augment support with virtual agents & AI-powered chatbots



Accelerate service delivery

Integrate service management on a single platform to bridge silos, improve time to resolution, reduce costs and improve visibility



Deploy quickly and at scale

Rapidly develop enterprise-grade customizations with Freshservice's no-code platform. Get expert onboarding, migration services and 24x7 support

📣 Announcements



Bill

Bill Castaneda • a year ago

Overdue Tickets

0

Tickets Due Today

0

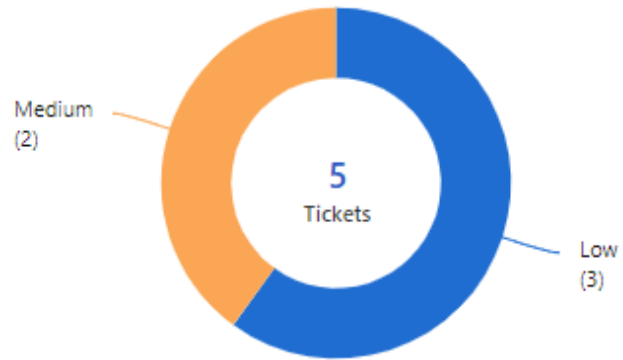
Open tickets

2

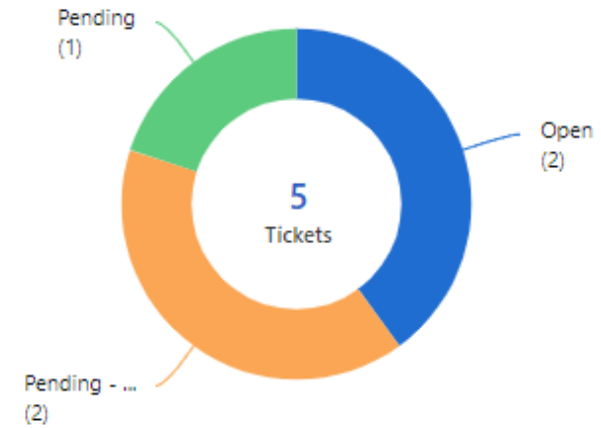
Tickets On Hold

3

Unresolved Tickets by Priority



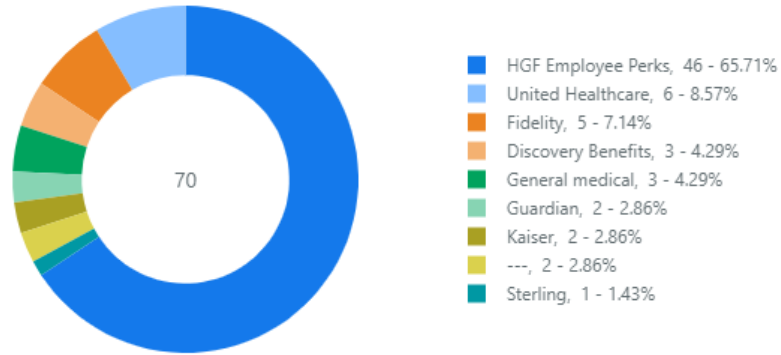
Unresolved Tickets by Status



Test

Total Tickets
201

ELT Tickets by Vendor



WIDGET FILTERS

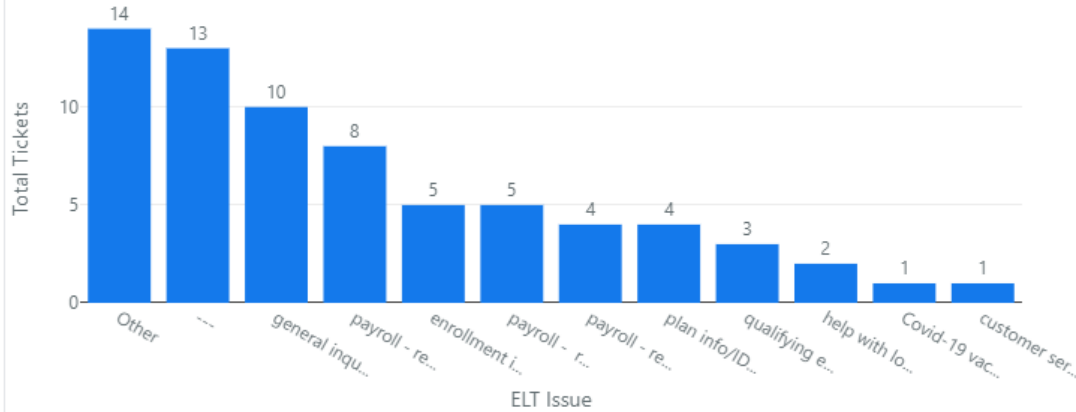
Created Date in the last 30 Days

METRIC FILTERS

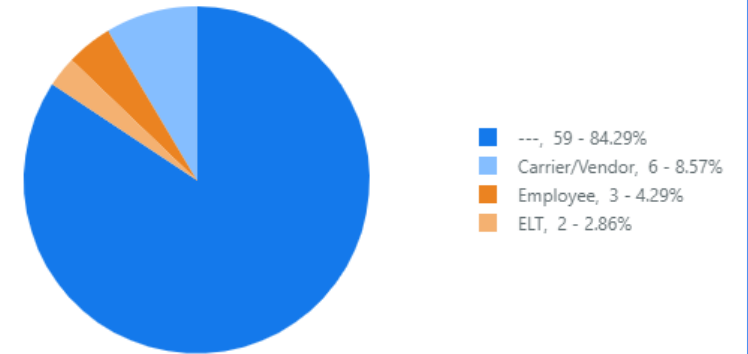
Total Tickets

Agent Group Name contains ELT

ELT Tickets by Issue



ELT Root Cause



ELT Tags

27





Wins and Outcomes


Data that Matters

- Employees generate the story

Meets Business Needs

- The story informs strategic benefits decisions

Serves a Purpose

- Decisions are culturally aligned and provide value to our people
- 



Thank you!