

CASE STUDY:

Building Better Benefits

Chicago-based construction firm that worked to expand the city's famed Lincoln Park Zoo built a solid foundation for the future by partnering with Businessolver®.



From entertainment to education, Pepper Construction

projects are visible throughout the Chicagoland area. However, while its buildings added strength and sparkle to the city's skyline and surrounding Midwest locales, Pepper's benefits administration was using a paper-based infrastructure that paled in comparison to its state-of-the-art construction management platforms. To strengthen its benefits strategy, successfully onboard and enroll employees, and move to a paperless approach, Pepper Construction partnered with Businessolver.

Company Snapshot



- ▶ General contracting and construction management firm
- ▶ Chicago's third-largest contractor by revenue
- ▶ Nearly 1,000 employees
- ▶ Benefits, Compensation & HR Systems Manager: Julie Kellman



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Challenge



A benefits perfect storm was waiting for Julie Kellman on her very first day at Pepper in 2015 as the Benefits, Compensation and HR System Manager. Armed with a 12-pound binder of employee information, her immediate needs were tackling changes in legislation, finding technology solutions for employee onboarding and benefits administration, and eliminating paper-based enrollment and recordkeeping.

Solution



Kellman and her team leveraged the configurability of the Businessolver® system to serve Pepper's need for an onboarding platform in addition to traditional enrollment and benefits administration capabilities. "The Businessolver product makes it easy to configure," Kellman says. "Plus, it's all very clear and clean – no animations, no pop ups. It puts effectiveness over fanciness, and I like that."

Results



Collaboration and transparency were keys to success for the Pepper and Businessolver teams. Kellman continues to rely on Businessolver's great service to maintain a strong partnership. "I have a team I can call and ask, 'Where are we?' Not only can they tell me where we are, but also where we've been and where we need to go next," she says.

Client Testimony



"It's completely transparent. They do what they say they're going to do and bill what they say they're going to. It makes it all easy."

"As an administrator, I get the support that I need. I'm not routed to a call center where I wait on the line for two hours. I don't have to file an issue online and wait days or weeks for a reply. People are there with me and for me."

"I had my first meeting with Businessolver on August 3, and we were live on November 1. That tells me all I need to know."