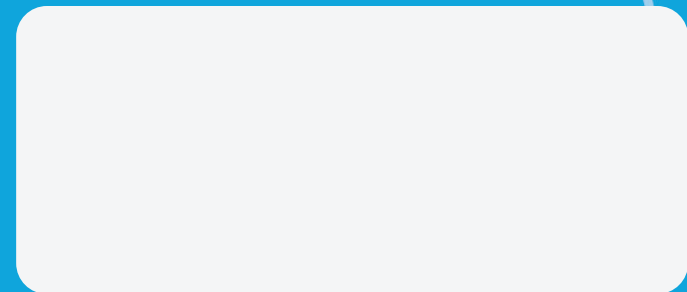




Making **future HR heroes**, today.

The **power of isolved**, the **power of YOU!**



isolved

www.isolvedhcm.com

isolved
People Heroes

MAGAZINE

ISSUE 1



Supercharge your HR, payroll and benefits strategies.



The results are in: People Heroes Love isolved!



Just a few recognitions we've earned thanks to People Heroes like you.

Contents.

Looking for something specific?
Here's where you'll find it:

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(LITERALLY)



Resources at Your Fingertips.

Explore your exclusive, virtual People Heroes' Vault – full of super resources to power people strategies!

This magazine has a lot of valuable content, but we've added even more to a virtual People Heroes' Vault – built just for you! Access a library of resources designed to support your current strategies and future opportunities by scanning the QR codes.

Here are a few to get you started:



Get hands-on training

and advice when you meet us on the road!



Learn about the trends

that matter most to you by attending a webinar!



The industry's hottest topics

and best practices, delivered to your inbox!

A Letter from isolved's Chief Customer Officer.



You're a People Hero.

Why? Because you routinely solve the HR, payroll and benefits needs of your organization and its workforce. You regularly save the day by supporting strategic initiatives that accelerate growth.

An important part of your job is keeping up with updates in the industry: Employment laws constantly change. New technology is continuously released. And employee expectations are always evolving. At isolved, we're here to help you keep up with these changes.

Think of us as your Sidekick.

As part of our Sidekick role, we've developed this resource to help you explore industry trends, best practices and learn about the successful HR, payroll and benefit strategies of your fellow People Heroes. As you read this magazine, I'm confident you'll see how committed we are to supporting your growth and the growth of your organization. And it's my hope that you'll count on us to help you grow in new ways in the coming weeks, months and years.

Whether you need assistance extending the impact of your HR department, help minimizing compliance risk or guidance in creating strategies to energize your workforce – you can count on us for support. We're not only your Sidekick, but also your most-trusted partner.

I look forward to working together to exceed your goals and deliver transformational employee experience to your organization – for a better today, and a better tomorrow.

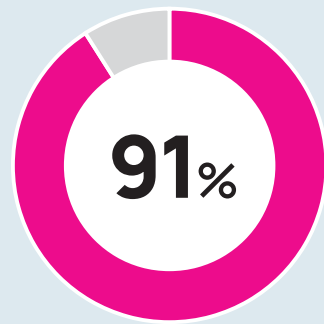
Best,

Mike Flannery

Chief Customer Officer
isolved

Align Your People Strategies:

Employers & Employees Express Experience Expectations

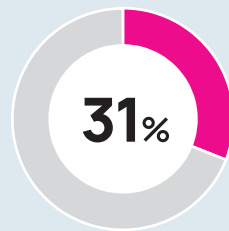


91% of HR leaders say employee experience is a top priority.¹

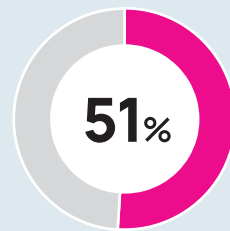
But the journey to better experiences isn't always linear. In fact, HR leaders say keeping top talent is their top stressor.²

So how do HR teams ensure they're making the right stops on their journey toward better employee experience (EX)? Asking employees for their perspective is a good starting point.

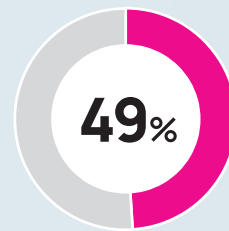
Here's what employees are saying:²



31% say their employer isn't focusing on EX.



51% rate their experience as poor or average.



49% are planning to explore new job opportunities.

Here's what employers can do to improve EX:

Use compensation analytics to make data-driven talent decisions: Employees say their biggest motivator to accepting a job offer is salary.³

Make a great first impression with paperless onboarding: 85% of employees say onboarding helps set them up for success.³

Catch errors before payroll is processed with the right tech: 31% of employees say their employer makes frequent payroll and/or scheduling errors.³

Streamline FAQs with a conversational virtual assistant: 42% of HR leaders spend 4 or more hours a day answering repetitive questions.¹

Embrace AI for a competitive advantage: 50% of employees would want to leverage AI-based tools that make them more productive.⁴

Did you know: 51% of HR leaders say retaining talent was more difficult over the last year. Scan the QR code to discover what they think is causing their retention woes.

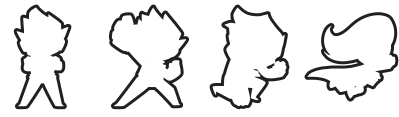
Scan the QR code to learn more.



1: isolved's HR Leader Report
2: isolved's HR Trends Report
3: isolved's Voice of the Workforce Report
4: isolved's AI at Work Report

Take a Break: Find the People Heroes!

15 minutes doesn't hurt (you deserve it).



Grab a coffee and then find the **OUTLINES** for Sam Solvers, Charlie Champion, Jo Just and Robin Records before heading into your next meeting.



Scan the QR code to see where they were hiding!

HR Maturity Model:

Progressing to the Next Phase

For the last five years, just 46 percent of HR functions have been viewed as adding business value according to Sapient Insights Group's 25th Annual HR Systems Survey.

Despite this, business leaders are increasingly counting on their HR departments to add more onto their plates - not only managing payroll and scheduling, but also the engagement and development of their workforces.

That's a lot of responsibility.

To be successful, it's important that organizations prioritize the maturity of their HR departments. The HR Maturity Model is a good resource for helping business leaders identify where their organization currently stands and what steps need to be taken to progress to the next phase.



To help, we're breaking down all five phases of the Maturity Model, highlighting these three important aspects:

- **Signs of each phase**
- **How to measure success**
- **Tips to progress**

Phase 1: Basic

Signs of Phase 1: HR processes are highly manual and time consuming at this phase, with fragmented employee data that is difficult to access. Errors also happen frequently, causing added expenses to the organization's bottom line. When in this phase, it is difficult for business leaders to focus on improving employee experience.

often inconsistent. isolved People Cloud can support progression to Phase 2 by ensuring core data stores and functions (like payroll and HR management) are integrated. isolved HR Services can also extend the reach of HR with a team of experts who are available to take on tasks as needed.

Phase 2: Integrated

Signs of Phase 2: Information is centralized in a single platform in this phase, reducing errors, making management easier and streamlining workflows. This results in a clearer and more complete view of employees and the workforce as a whole. As a result, there's less time spent looking for information, which means more strategic decisions can be made with analytics that identify trends and can be used to model at a basic level.

ease with which employee information can be found.

Progression Tips: Accelerate automation for things like hiring, onboarding, workforce management and scheduling. isolved People Cloud can easily connect these core HR functions. Plus, self-service capabilities can empower employees to take actions directly from their desktops or mobile devices - enabling them to independently manage items like direct deposit or benefits.

Phase 3: Automated

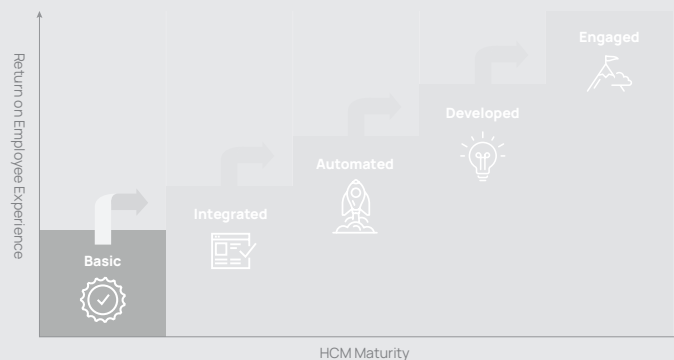
Signs of Phase 3: Many day-to-day processes are automated at this phase, which means HR teams can transition their focus from operational tasks to strategic ones. This includes decisions that can reduce costs, improve EX and boost retention. Plus, self-service functionality enables employees to access personal information and make changes independently, which reduces disruption and delivers a better experience.

Measuring Success: The increased capacity of HR teams to focus on new initiatives, the ability to scale operations and fewer errors all are indicators of success in this phase.

Progression Tips: With information centralized and processes automated, it's time to dive deeper into insights. isolved Predictive People Analytics gives leadership powerful metrics that can be used to make data-driven decisions to improve talent, reduce costs and boost EX. isolved HR Services can also assist HR departments in a variety of ways, including benefit management, best-practice advice, employee handbooks and more.

Phase 4: Developed

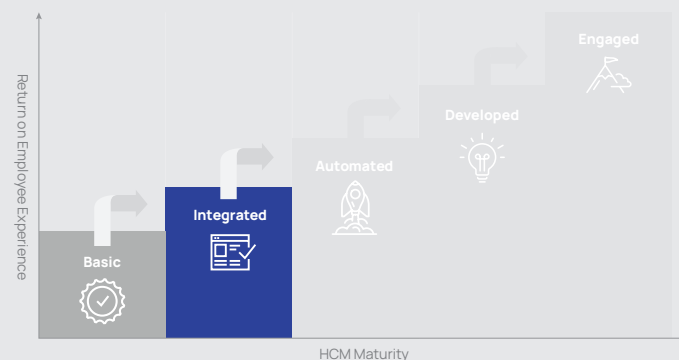
Signs of Phase 4: At this phase HR teams have access to better information on employee trends and productivity is improved because employees have access to training when they need it, which helps them grow in their careers.



- Processes are **time-consuming** and **slow** and therefore **expensive**
- Fragmented employee data is **difficult to access**
- Errors are **expensive and frequent**
- **Difficult to focus** on improving employee experience

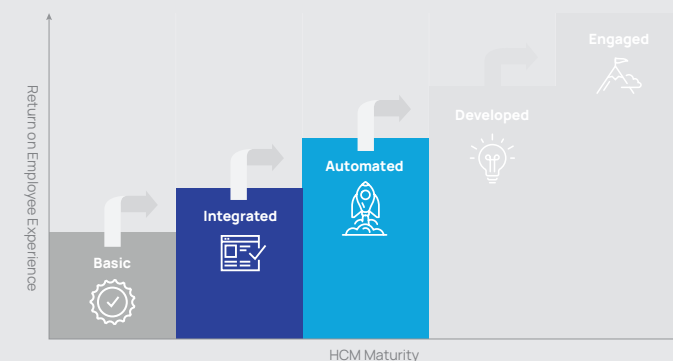
Measuring Success: With this being the start of HR maturity, it is challenging to measure success or focus on employee experience (EX).

Progression Tips: Start by centralizing all your employee data and moving off paper records that are difficult to maintain and

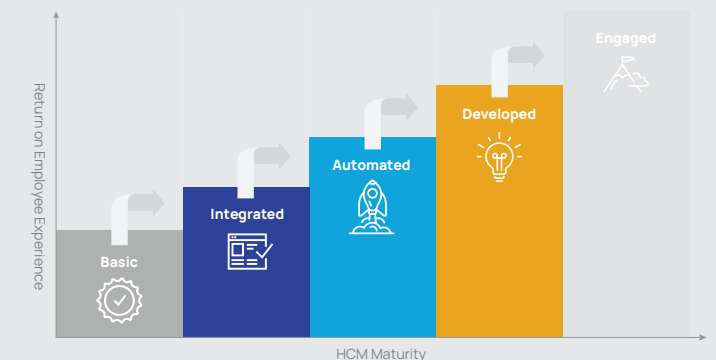


- Employee **data is centralized**
- Easier management with **less errors**
- **Less time** hunting for information
- Workflows **streamlined and faster**

Measuring Success: Success at this phase is measured in two ways: 1) The reduction of data sources that HR teams use in managing the workforce and reporting on activities like payroll, tax, compliance and more; 2) The



- Many day-to-day tasks are **automated**
- Data on employees is **centralized and accurate** - therefore easier to plan
- More employee self-service delivers a **better overall experience** at lower costs



- Business leadership has **access to much better information** on employee trends
- Employee experience is improving, and **retention is better managed**
- Productivity is improved because employees have access to **training when they need it**

Measuring Success: The ability to respond more rapidly to business needs and identify employee trends early are both indicators of success in this phase. Plus, predicting the likely outcome of changes made to things like compensation, hybrid work or composition of a management team also indicates success.

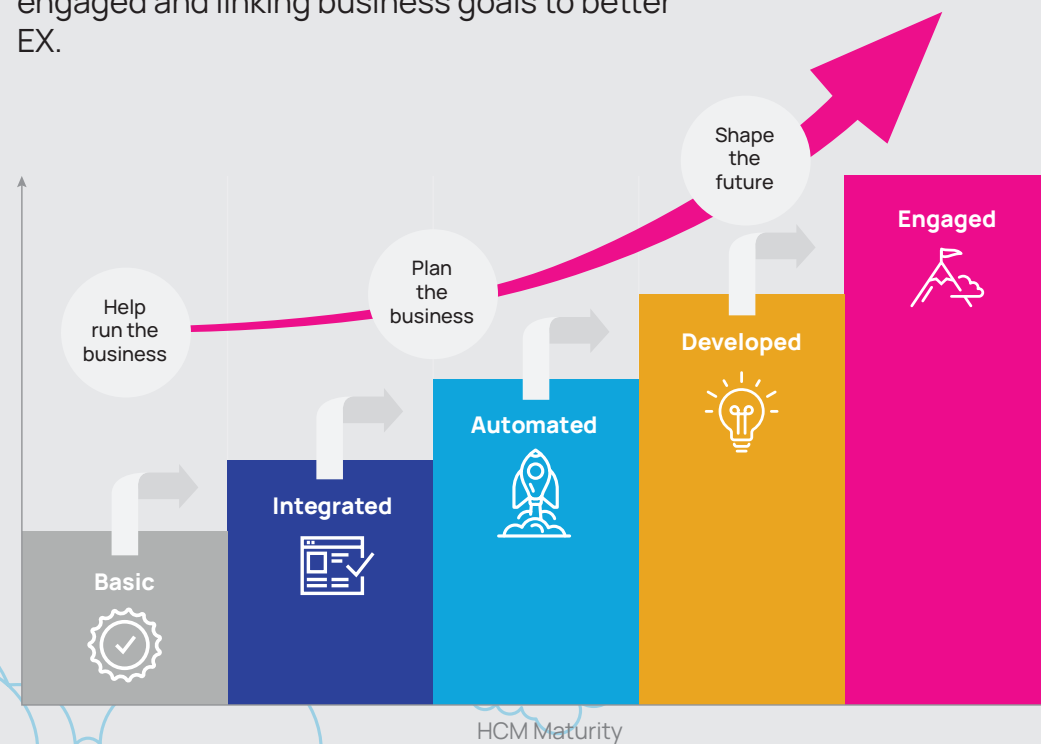
Progression Tips: With continued use of isolved People Cloud and isolved HR Services, HR teams progressively become more responsive, strategic and data-driven. Leveraging predictive analytics will help shape business strategy while tools like isolved Giving and Volunteering can accelerate employee engagement by connecting the workforce to nonprofit organizations. The goal is to enable HR to be a strategic agent of change rather than an operational cost center.

Phase 5: Engaged

Signs of Phase 5: At this phase HR is engaged and linking business goals to better EX.

Measuring Success: Success is realized in this phase when HR is a strategic arm of the business, employees are engaged and the HR practice is more responsive to changing needs. HR will also be more data-driven and strategic – providing a competitive advantage in the market.

Progression Tips: Although the final phase of the HR Maturity Model, business leaders need to continue to prioritize advancement of their people strategies. isolved technology and services support continued growth, scaling with organizations and responding rapidly to changing needs in the market. isolved People Cloud provides goal-setting tools that can be used to align employee goals with organizational goals, as well as the data needed to make better decisions. Additionally, isolved Optimization Services can be leveraged at any time to close the gap between unique workforce challenges, organizational knowledge and the use of isolved People Cloud.



Maximize Your HCM: Ensure you're getting the most out of isolved People Cloud by reviewing our Maximization Guide, which includes five pages of worksheets.



(IRL FOR SHORT)

isolved In Real Life:

Streamline benefits, retirement and compliance

How does saving time and money on benefits administration sound?

What about getting a competitive advantage with fully managed 401(k)?

Or assistance with researching new state and federal compliance laws?

People Heroes like you are doing all of the above – solving HR, payroll and benefits challenges within their organizations through services that take on administrative burdens and minimize risk of noncompliance. Read through these isolved (in real life!) stories to discover how you can reduce costs and workload, all while boosting experience and engagement.





Name: **Consolidated High School District 230**
 No. of employees: **~1,000**

Industry: **Education**
 Investment: **isolved Benefit Services - COBRA admin and FSA**

Name: **MMI Engineered Solutions**
 No. of employees: **30 - 100, dependent on time of year**

Industry: **Engineering**
 Investment: **isolved 401(k) Services**

Name: **Honey Baked Ham**
 No. of employees: **250**

Industry: **Food retail**
 Investment: **isolved HR Services**

Benefits management can be a challenge for any HR department, especially when it comes to all of the hours spent on administrative duties. So, when a trusted broker recommended isolved Benefit Services to CHSD 230 to help reduce costs and save time, the organization's Payroll and Benefits Manager was eager to learn more. CHSD 230 ended up going with isolved in hopes of reducing costs associated with benefits administration, which is extremely important since their budget is taxpayer funded.

Preparing for a 401(k) audit is a process that most HR professionals dread. The time and resources that go into it is one of the main reasons why many organizations leverage 401(k) administration services. MMI Engineered Solutions moved to the isolved pooled employer plan to ease compliance concerns for their limited HR team. The move not only eliminated audits, but also improved the retirement benefits provided to employees and resulted in significant savings for the organization.

Keeping up with federal and local labor laws is a full-time job – especially when operating in a state like California, which is known for having complex compliance requirements. To minimize risk and maximize productivity, Mardek Enterprises (DBA Honey Baked Ham) decided to tap into the expertise of isolved HR Services. This has helped the company's CEO spend more time focusing on running her business, including analyzing reports and executing operations to run more effectively.

"Whether you work in corporate America or for a nonprofit, you're watching your budget. isolved has lower prices for amazing services. It's the reason I decided to make the switch to isolved."
 – Phyllis Basbekos, Payroll and Benefits Manager of CHSD 230

"We save approximately \$13,000 to \$20,000 in auditing and 5500 filing fees, not to mention the cost savings from no longer having to administer the 401(k) plan."
 – Ed Chappel, MMI-ES' Director of Human Resources.

"Working with isolved HR Services to create a new employee handbook was simple and time-effective, and knowing it is compliant with California's labor laws and will be updated regularly saved me an immense chunk of time and removed worry out of my life."
 – Danielle King, CEO of Mardek Enterprises

- Key Results:**
- Reduced admin costs by \$2 per employee
 - Reduced time spent and paper costs saved by 50%
 - Boosted recruitment and retention

- Key Results:**
- Virtual elimination of compliance burden
 - Elimination of auditing and filing
 - Better plan options for employees

- Key Results:**
- 25 hours saved on handbook development
 - 16 hours saved per month on researching new laws and revising policies
 - Less time spent managing HR tasks

Want to save 30 hours a month on talent acquisition tasks? Hear how Chileda did just that with this on-demand isolved In Real Life webinar.

Scan the QR code to learn more.



DEFEAT Manual Processes!

Get tips with Sam Solvers' People Heroes origin story.

SAM SOLVERS

MANUAL PROCESSES

VS



Shows up at inopportune times!

Signs this villain is nearby include:

- Long time to hire
- Disjointed onboarding
- Complex benefits administration

HR teams face challenges every day, but sometimes they need a little extra help – especially when taking on villains who cause the downfall of productivity, decision making, employee experience and the ability to meet goals.

These villains' faces may not be recognizable, but their names surely are – especially the villain that goes by the name of **Manual Processes**. In fact, Manual Processes is on top of HR leaders' Most (Not) Wanted list.

The good news is People Heroes like you can save the day by defeating Manual Processes. In fact, this is the beginning of **Sam Solvers' People Heroes origin story...**

Meet Sam Solvers.



Manual Processes showed up at the worst times – making it difficult for Sam to recruit, hire and onboard quickly.

Manual Processes also made benefits administration clunky and complex.

By the time Manual Processes was done causing disruption, Sam had a desktop full of spreadsheets...



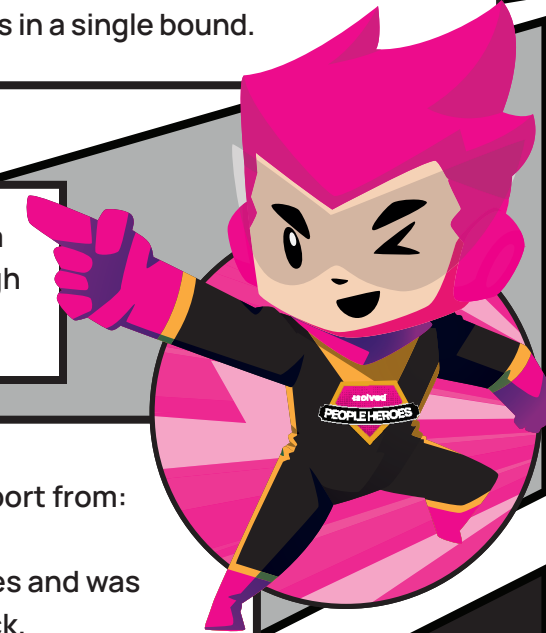
An office cluttered with paper files...
And an inbox with unread messages from qualified candidates.

There was only one thing left to do – **SOLVE FOR THESE CHALLENGES!**

Sam invested in HCM technology that made it simple to leap over recruitment, onboarding and benefit administration hurdles in a single bound.

AND JUST LIKE THAT...

Sam Solvers' transformation to a People Hero was complete through a victory over Manual Processes.



Defeat Manual Processes just like Sam Solvers with support from:

isolved Attract & Hire: Sam created better candidate experiences and was able to post open positions to 4,000 job boards with just one click.

isolved Onboard & Develop: Sam eliminated paper forms from onboarding and automated workflows to streamline the new hire process.

isolved Benefits Administration: Sam enabled employees to review benefit options, including costs, before they enrolled independently.



Defeat all of HR's Most (Not Wanted) Villains! Read the origin stories of all four People Heroes and discover how to prevail over Disconnected Data, Low Engagement and Limited Bandwidth.



What Do Powerful People Strategies Have in Common?

Can you find the differentiators at the **bottom of this page** in this word search?

E	S	A	E	R	C	N	I	B	U	T	G	A	Q	A
Y	E	C	U	D	E	R	D	Z	A	W	O	E	V	D
G	T	B	L	M	L	U	P	L	G	E	S	O	I	U
D	G	I	T	A	C	C	E	L	E	R	A	T	E	T
A	E	G	V	P	H	N	X	N	Y	U	M	E	J	E
U	B	C	B	I	T	O	X	V	S	S	C	E	I	N
A	F	R	I	E	T	N	X	M	X	N	A	N	Z	A
G	P	E	Z	S	N	C	O	K	A	E	Z	E	F	Z
Z	Q	Z	S	S	I	I	U	M	K	Y	G	R	Z	L
O	F	W	H	R	U	O	R	D	X	J	S	G	E	Z
J	P	P	S	E	G	O	N	O	O	A	Q	I	D	U
F	N	Y	Y	J	F	R	A	S	K	R	H	Z	R	Z
H	L	Z	K	R	S	I	T	R	C	S	P	E	D	F
R	M	Z	E	E	U	U	G	Y	D	T	I	C	N	C
H	T	P	S	E	P	I	M	Z	Y	G	S	R	F	P

INCREASE PRODUCTIVITY ENSURE PERFORMANCE ACCELERATE DECISIONS ENERGIZE TALENT REDUCE RISK

Hint: The phrases are separated, so look for the individual words!



Scan the QR code for the answer key!



Energize Your Talent!

You spend your day solving the workforce needs of your organization, so why not source tips from fellow People Heroes who have goals just like you? Connect with like-minded professionals and sharpen your skillset by exploring: People Heroes World!

People Heroes World is an immersive experience that provides learning and collaboration opportunities designed to help your organization grow – all while growing your career. You could say... it's Where People Heroes Grow.

Combined, the People Heroes Community and University make up isolved People Heroes World! We encourage you to explore this

experience to discover new ways to energize your workforce. The best part? You'll earn points for your participation, which can be redeemed for rewards – ranging from swag to gift cards (and much more)!

Challenge Accepted?
Earn exclusive points in the People Heroes Community!

Once you've joined the community, scan this QR code to take on an exclusive challenge designed just for you. You'll earn 1,000 points and have the opportunity to provide valuable feedback!

Use the code **HeroesMagazine** to access the challenge.



isolved People Heroes Magazine – Issue 1

Here's what you'll experience within People Heroes World:

isolved People Heroes Community

Connect with your peers! You'll be the first to learn about isolved updates and get tips from others on how they're solving the HR, payroll and benefits challenges.

Scan the QR code to learn more.



isolved People Heroes University

Improve your skillset! This comprehensive learning experience platform offers course paths designed to maximize your knowledge of isolved People Cloud.

Scan the QR code to learn more.

