USA Security Teams with SutiHR to Enhance Their Employee Onboarding and HR Team Efficiency

"Working together with SutiSoft has been an easy process. The team has been extremely helpful in getting me trained on how to use the solution."

- Jessica Carpenter, Operations Manager

The Customer
USA Security Inc.

Location
6251 Bury Drive   Eden Prairie, MN 55346

Key Benefits
Accelerated employee onboarding and improved employee engagement

Automated reminders to make sure onboarding tasks are completed on time

Centralized HR information with secure and easy access

Personalized benefits, employee reviews and time off management

Easy implementation and quick return on investment

Overview

USA Security is a full-service integrated security company in Minnesota. Over the past 20 years, the company has done extensive work in designing and implementing advanced access control, security systems, and products for residential, commercial and enterprise properties. All of its technicians are fully trained in the installation, use, and integration of security systems by the leading electronic protection, safety and security system manufacturers. USA Security specializes in safety and intrusion alarms, closed circuit television (CCTV) security camera systems and internal monitoring, and provides custom security plans as per the customers' unique needs.

The Challenge

USA Security has been relying on paper-based HR processes over years and thought of introducing a full end-to-end workforce management platform to automate HR processes throughout the entire employee lifecycle. The company, on the other hand, has to ensure that they get employee onboarding right i.e., setting up the employee role, gathering all their data correctly and educating them about general workplace rules. They wanted to launch new streamlined onboarding workflows, easily manage documents, customize employee reviews, maintain benefit enrollment information and keep track of time off requests.

The Solution

USA Security selected SutiHR to achieve a more streamlined and efficient onboarding process. With the online HR management solution in place, the company automated the onboarding process to provide their new hires a seamless transition into their new role. USA Security had a broad employee database, which had been migrated to SutiHR in an organized way along with providing all the necessary technical help from our end. Notifications about the onboarding tasks have helped managers complete the tasks assigned to them on time. With the mobile application, managers can quickly handle a range of employee-centric tasks, such as managing employee time and attendance. The self-service feature allowed employees to modify their basic details without bugging to the HR team. Also, the application can store documents attached to employee details, providing a quick retrieval of important information. The document scanning and eSign capabilities of the solution provide a great time saving benefit and is a huge plus for both employees and the HR team. Apart from these features, the in/out board helped line managers identify who is currently clocked in and working but is physically out of the office, who is currently clocked in, and more. Like the in/out board, USA Security has required a few changes to the functionality of SutiHR to make things work for them. Our team took on their requirements and customized the workflows in employee reviews, benefits, PTO, and time & attendance management that delivered significant additional benefits to the company. The support team was always been very responsive and provided quick resolutions to every question we had.

The Results

A positive onboarding experience is increasing employee satisfaction, productivity, and engagement while reducing labor costs and saving time for the HR team. SutiHR has automated and simplified the employee onboarding process, helping USA Security provide a smooth experience for HR, managers, and employees. Personal details and documents of employees can be stored on the cloud, and accessed from anywhere, anytime. SutiHR's user-friendly interface helped HR team and reporting managers manage employee attendance, time off requests, benefits, and reviews conveniently.

"We had a lot of features that we wanted our HR solution to provide. SutiHR was the platform that had most of the advanced features we wanted in a solution."

- **Jessica Carpenter, Operations Manager**

For more information, visit us at :
www.sutisoft.com.