



AUSTIN
ALLIANCE
GROUP

FRACTIONAL HR CASE STUDY

Navigating Turbulence: How We Corrected Workflows & Automated Manual Tasks During a Rocky Transition

Industry: Nonprofit

Need

Helping a non-profit identify and correct workflow issues after implementation

Solution

The client had the perfect storm, meaning they were in the process of implementing an HRIS, the HR Director's employment was terminated, and the payroll representative had to go on unexpected medical leave. As the CFO took over payroll, the implementation was no longer a priority. Timesheets were still being manually completed and submitted. Employees were missing pay rates, and terminated employees were pulled into payroll. Benefits were entered on individual employee profiles and not at the company level. AAG partnered with the client and with the HRIS implementation team, as we identified and advised on how the workflow needed to function for the client to be successful.

Results

The client now has the ability to utilize their HRIS as intended. Thus eliminating the manual workarounds initially needed to continue functioning in timekeeping, payroll, onboarding, offboarding, and open enrollment. Additionally, during this process, AAG was able to conduct the benefit open enrollment meetings, ensuring employees had an understanding of their benefits. AAG also reconciled the client's benefits to ensure they received their refund of over \$10,000.



Bri Bucks
HR Strategic Service Manager

"When members of the executive leadership's vision and goals no longer align with the organization, it can have a profound negative impact on the health and success of the entire organization. When AAG was engaged to assist navigate issues within an organization, the issue was identified and actions were implemented to ensure the right people were in the right seat, strategic alignment within the executive team was created, and the ongoing growth and success of the organization's team, mission, and vision"