

Sometimes a busy HR department doesn't need or want to fully outsource key functions. Instead, they may need a partner on standby for extra manpower or to update or automate business processes. One such Mosaic Consulting Group client, who has partnered with us since October 2013, uses Mosaic to fill in the gaps for short-term needs in a one-stop shopping format and the relationship has expanded over time. Mosaic brings a familiarity with the company, its people and processes and can seamlessly plug in where needed. Mosaic develops highly focused solutions, and the client company leaders know they can depend on us to deliver.

The client is a Columbus, Ohio-based insulation company and one of the largest insulation installers in the U.S. residential market. The company has more than 125 locations serving 48 states and approximately 6,500 employees around the country.

The company originally contracted with Mosaic to support some existing interfaces created for them by UKG. Since that time, Mosaic's technical team has performed a variety of projects including creating interfaces, a mass company transfer of new hires, post implementation support, payroll, BI reporting, benefits expressions, UKG Pro support, open enrollment and year-end support.

An Agile Partner

Tactical expertise, flexibility and individualized service is a winning formula for this client. The client says they value our relationship and their Mosaic team's dedication to understand and fulfill their needs. Mosaic began the relationship with one or two contacts at the company, eventually becoming referred to others based on the success of early projects. Mosaic has multiple clients within the organization which include the Director of Payroll, HR Manager, Payroll Supervisor and HRIS Analyst.

Mosaic walked the company through 2017 open enrollment, working hand-in-hand with their HRIS analyst. During this time, Mosaic set up the OE session, found and corrected flaws in the set-up by a previous vendor and provided training and weekly "homework" for the client to help them hit the ground running. The client's HRIS Analyst said, "I feel empowered and eager to learn more. We would be stuck doing paper enrollments for 5,000-plus employees if it weren't for Mosaic's ability to understand our vision and hold our hand 100% of the way through implementation."

The Mosaic project team developed a creative job panel customization for the client which automated a complicated report delivery, and then demonstrated it to the client who raved, "I thought this was impossible!"

One of the Mosaic Technical resources on the project created a payroll register detail report for the HR team to send to all supervisors, developing and setting up a custom Recipients table within UKG Pro that gives the end user control of the process. The company is able to customize the data and burst reports that otherwise might require hundreds of manual emails. "Mosaic is able to work outside the lines and develop creative, process-specific, custom solutions, which is

an area many of our peers are uncomfortable working in – customized solutions can be difficult to fix or update. Our team is agile: we have the front-end and back-end expertise and we've gained our customers' confidence. They look to us not just for tactical help but strategic solutions," he says.

"We have a great relationship with all our contacts at the company," says the Mosaic Client Success Manager. "They trust us to do things they don't know how to do or simply don't have the time or manpower to do on their own. We have proven that we will get the job done accurately and in a timely manner. It's pretty common to have more than one contact at a company, particularly for a client with a good deal of technical projects, but we're definitely their jack of all trades."

For more information on how Mosaic Consulting Group can help your team, visit:
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