

Benefits Team Brings Outsourced Leave Process In-House on Expedited 4-Week Timeline

Arrive Logistics Transforms Leave Management for 1,600 Employees with Fast-Track Implementation



The Challenge

Before Pulpstream, Arrive Logistics was outsourcing leave management to a third-party administrator (TPA). The arrangement created critical visibility gaps. Managers and employees couldn't get timely answers about leave status, information flowed too slowly, and notifications often arrived after employees had already returned to work. The organization was always playing catch-up rather than managing proactively.

Beyond operational issues, Arrive needed more than just a different TPA. Most leave management platforms came bundled with ongoing third-party services, which meant yet another vendor involved in the process. Arrive wanted pure software they could control entirely, with no external involvement. They also needed an intuitive platform—competing solutions were clunky and over-engineered. With a tight four-week deadline to transition in-house before the TPA contract ended, they needed to move fast.



The Solution

Choosing Pulpstream for Pure Software Control

"Pulpstream was definitely the best choice," Claire explains. Unlike other platforms that bundled software with ongoing third-party services, Pulpstream gave Arrive exactly what they needed: powerful, intuitive software that the company could control entirely

Meeting an Aggressive Timeline

The implementation window was tight. "We needed to be up and running in about four weeks. Our contract with the third party was ending, and we wanted our platform up and running once we fully went in-house. They did that, so it was great." Pulpstream met the deadline and delivered on it. That speed was critical.

Flexibility Beyond Implementation

Post-launch, Pulpstream proved willing to adapt. After implementation, Arrive realized certain notifications weren't needed. Rather than forcing a one-size-fits-all approach, Pulpstream enabled Arrive to customize which notifications are sent, who receives them, and how templates look. This flexibility demonstrated a true partnership mentality, not just a transactional vendor relationship.

Why Pulpstream Set Itself Apart:

- Pure software model—no TPA involvement, full internal control
- Intuitive, modern user experience
- Fast implementation (4 weeks) without sacrificing quality
- Post-launch flexibility and responsiveness
- Partnership approach to customization

Key Achievements:

- Brought leave management in-house with direct employee engagement (eliminated TPA middleman)
- Met a 4-week implementation deadline with zero delays
- Automated Workday integration for leave status updates (eliminated manual system jumping)
- Centralized visibility across all current leaves in one platform
- Customized notifications and templates post-launch to match company needs
- Enhanced compliance confidence across multi-state operations
- Shifted from reactive (catching up to TPA notifications) to proactive (managing process directly)

Background:

Arrive Logistics is a transportation and logistics company with 1,600 employees across multiple states. The organization's benefits team manages the day-to-day operations of their leave of absence program and oversees multiple areas of benefits administration.

The team faced a specific mandate: transition the company's leave management process from an outsourced third-party administrator (TPA) to an in-house operation. This shift required more than just a new vendor. It demanded a fundamentally different approach to managing employee absences, one that provided direct control, real-time visibility, and the ability to customize processes to match company culture.

The Results

After implementing Pulpstream, Arrive Logistics successfully brought its leave management process in-house with enhanced visibility and control.



Operational Efficiency

The workflow is now direct and streamlined. Employees contact Claire directly, meet to discuss their leave, and apply through Pulpstream, eliminating the third-party intermediary that previously delayed communication and introduced errors. With fewer hands touching the process, communication is faster and more accurate.



Seamless Integration & Time Savings

Pulpstream's integration with Workday automates leave status updates across systems. Instead of manually jumping between platforms to update employee status, everything syncs automatically. This single-system approach has eliminated repetitive data entry and saved the HR team a significant amount of operational time.



Enhanced Compliance

Pulpstream's recommendation engine automatically pulls current federal and state regulations based on employee location. Arrive no longer needs to manually track changing state laws or worry about compliance gaps. Every leave decision is backed by real-time regulatory guidance tailored to each employee's jurisdiction.



Rapid Implementation with Flexibility

Pulpstream met an aggressive four-week deadline while remaining flexible after launch. When Arrive needed post-implementation customization of notifications and templates, Pulpstream adapted quickly rather than forcing rigid processes. This partnership approach, combined with speed and technical excellence, is what truly differentiates Pulpstream.

Harness the Power of Pulpstream's Leave Management Platform

See for yourself how Pulpstream is transforming leave management for organizations transitioning from outsourced to in-house models. Contact our team for a customized demo tailored to your company's specific needs.

Visit: [Pulpstream.com/arrive-logistics](https://pulpstream.com/arrive-logistics)

“Anyone looking to bring their leave management process in-house needs more than just software; they need a partner that can execute quickly, remain flexible post-launch, and prioritize their success over rigid implementation timelines.”

Claire Garver
Arrive Logistics

