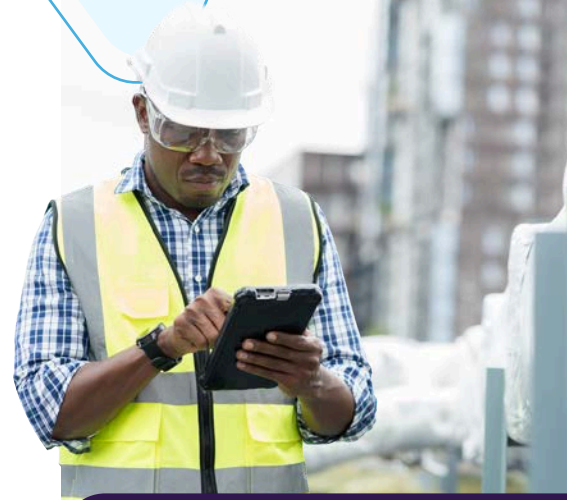


Leave of Absence Capabilities Utilized By Leading Industrial Supply Company

ETNA Supply streamlines leave management with Pulpstream, eliminating Excel chaos



The Challenge

When ETNA's HR Generalist arrived at ETNA Supply, she discovered a leave management system built entirely around Excel spreadsheets and manual paperwork. "We managed all leave of absences through Excel spreadsheets. With multiple team members making edits, we constantly questioned whether changes were accurate or dates were entered correctly," she explains.

The manual process created multiple pain points: employees had to hand-deliver documents, HR staff spent hours scanning and filing paperwork, and critical deadlines were tracked through daily spreadsheet reviews. "The majority of my time wasn't spent on actual paperwork management," she notes about the old system. "I was constantly reviewing spreadsheets daily to track certificate expirations and missing documentation."

Beyond operational inefficiency, the manual system created uncomfortable situations for employees during already difficult times. Employees who needed leave often faced awkward conversations about personal medical situations just to initiate their requests.



The Solution

Through their partnership with Gallagher Bassett, ETNA Supply discovered Pulpstream's leave management platform. What impressed her most was the system's comprehensive approach: "I think it's because it could house so much information, you know, that incident side, all of our doctor's notes, our follow-up appointments, everything is there at your fingertips."

The implementation process exceeded expectations. "I don't think I've ever gone through an implementation that has been this amazing," she reflects. "If something didn't flow, like the implementation team was like, hey, get your HRIS company on a call with us. They were just so willing to be like, hey, we'll look into this. How do we make this change for you guys?"

Even technical challenges were handled seamlessly. When ADP integration required additional coordination, Pulpstream's team took charge: "They're like, hey, let's get your rep from ADP on a call with us. And they took over. Everything that ADP asked, Pulpstream knew they to answer it or knew what info they needed."

Challenges:

- Manual leave tracking through Excel spreadsheets with multiple team members editing
- Hand-delivered and scanned paperwork creating administrative burden
- Fragmented communication across multiple systems (email, HRIS, spreadsheets)
- Daily manual monitoring for certificate expirations and missing documentation
- Uncomfortable leave request conversations for employees during difficult times

Achievements:

- Eliminated Excel-based leave tracking with automated digital workflows
- Self-service leave initiation through employee portal
- Centralized case management with integrated communication
- Automated reminders and deadline tracking
- Streamlined OSHA 300 log generation capabilities

Background:

ETNA Supply is an industrial supply company serving customers across multiple states with over 600 employees. As an HR generalist managing all leaves and safety functions, ETNA's HR Generalist joined the team nine months ago and immediately identified opportunities to modernize their manual absence management processes.

The Results

The transformation was so impressive that ETNA's HR Generalist actively promotes the platform: "I had a call with a potential client to give a recommendation. Anybody that you need to talk to a potential customer, client, send them my way." After going live, following an implementation start, ETNA Supply transformed their absence management operations:



Operational Efficiency

"It's like night and day," she explains. "Employees can start the initiation of the initial leave process. They can put in intermittent time off rather than emailing me, me trying to work through an email, going to our HRIS system and then utilizing an Excel spreadsheet."



Employee Experience

The self-service portal eliminated uncomfortable conversations: "They have at their fingertips that they can do the first initial request online. Even if maybe they don't want to say anything, they don't want to have that uncomfortable conversation or feel like they need to give personal information, they can start that and it gets generated to me."



Comprehensive Case Management

All communication and documentation now flows through one system: "I can email from there, I can save documents, I can send a text for reminders, but I also have the system doing those reminders where I don't need to jump into an Excel spreadsheet."



Unique Capabilities

Pulpstream delivered functionality other systems couldn't match: "The OSHA 300 log, none of the other systems that we found could generate those OSHA documents. So that was another huge component for us."

Harness the Power of Pulpstream's Leave Management Platform

See for yourself how Pulpstream is transforming leave management processes for organizations across all industries. Contact our team for a customized demo tailored to your company's specific needs.

Visit: Pulpstream.com/ETNA

"I absolutely love Pulpstream, so I cannot say enough. The system has been awesome. If any implementation team or customer support team could take on what Pulpstream does, oh my gosh, there would be no complaints across the board."

Jennifer Fortier
ETNA Supply

