

# CNRG Uses PlanSource Benefits and HCM Technology to Boost Efficiency, End Noncompliance and Banish Paper

**Case Study** Central Network Retail Group

**Location:** Memphis, Tenn. | **Industry:** Retail | **Employees:** 2,000 | **Website:** [www.cnrgstores.com](http://www.cnrgstores.com)

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Central Network Retail Group, LLC (CNRG) is a multi-format, multi-brand company operating more than 80 hardware stores, home centers and lumberyards, with 2,000+ employees. Founded in 2011, CNRG's vision is to bring together the best businesses in the home improvement industry to take advantage of collective strengths, particularly through supply chain relationships and shared administrative expenses.



**STRATEGIC BENEFITS DESIGN**

*Made Simple. Done Smart.*

Strategic Benefits Design is an industry-leading benefits design, consulting, and communication company that offers web-based insurance information with proven products and services to individuals, families and companies. The Strategic Benefits Design team works with leading technology companies such as PlanSource to provide businesses with competitive benefits packages that enable companies to recruit, reward and retain employees.

## Summary

CHALLENGE	SOLUTION	RESULTS
Central Network Retail Group is a confederation of 80 hardware stores, home centers and lumberyards with 15 distinct brands. When it was founded in 2011, it used separate benefits administration and human resources systems. Employees signed up for benefits on paper forms and payroll was handled separately. Using disparate systems throughout the company led to inefficiencies and noncompliance issues.	In 2013, under the guidance of its broker partner, Strategic Benefits Design, CNRG implemented PlanSource for benefits administration. This took CNRG off paper for benefits, but its other HR systems were still incompatible with each other. In 2015, CNRG chose PlanSource to run all its remaining HR systems, including payroll, time and attendance, applicant tracking, onboarding and ACA compliance.	As a result of having all of CNRG's systems fully integrated and automated, dozens of paper forms have been eliminated; they have a 360 degree view of their employees; payroll is fully integrated with other systems; overtime has decreased by 50%; compliance issues have been removed and, with the help of Strategic Benefits Design's unique benefit packaging offerings, CNRG has cut their medical loss ratio almost in half.



**1,500+**  
Employees Enrolled



**50%**  
less overtime in first 3 months



**360°**  
view of employee interactions

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## Challenge

### Disparate benefits and HR systems created mountains of paper, inefficiencies and noncompliance

CNRG is made up of many local hardware stores, with 15 distinct brands. At the time of CNRG's founding, in 2011, each brand had different systems for managing benefits, and separate processes for handling payroll, onboarding, time and attendance, and other human resources functions. The CNRG and Strategic Benefits Design team recognized numerous efficiencies to be gained by centralizing their HR and benefits policies and implementing a common technology platform for benefits administration and human capital management.

"When we had many different HR systems, it was difficult to get a comprehensive view of our teams' benefits and payroll situation," said Boyden Moore, President of CNRG. "We had several noncompliance issues and our employees didn't have the visibility into their benefits like we wanted."

Through CNRG's partnership with Strategic Benefits Design they worked for two years to find a technology solution that would consolidate their benefits and HR processes. They were looking for a system that:

- Offered cloud-based, secure, easy access for employees and administrators anywhere, anytime
- Included intuitive tools for administrative team members, with a single point of entry for applicant tracking, hiring, onboarding, terminations, time and attendance, payroll and compliance
- Eased onboarding for acquisitions & new applicants.
- Streamlined and integrated payroll with benefits and other HR systems
- Improved reporting and analytics and provided automated custom reports
- Managed ACA measurement and reporting, including W-2 reporting and 1095-C & 1094-C filing
- Tracked DOT hours and licenses, and other OSHA & EEO-1 reporting; ensured compliance with COBRA, hiring, life event and termination documentation
- Provided simplified scheduling, leave tracking and approval
- Allowed for easy bill reconciliation & remittance of premiums so they could start to self-bill with benefit carriers
- Gave employees convenient, mobile access, self-service functionality for benefits elections, and visibility into pay history, benefits documents and employee self-reviews



*"Payroll used to take a two full days to complete and we'd kill about a hundred trees with all the reports. Then PlanSource comes in and — **Bam!** — it's totally paperless and it takes less than an hour."*

**Steve Bresson**  
Human Resources Manager for Harvey Lumber  
a CNRG brand

## Solution

### Implement unified benefits and HR technology

The CNRG & Strategic Benefits Design team decided to take a phased approach, to minimize the impact. In 2013, they implemented PlanSource's benefits administration solution. It was up and running in April and CNRG completed its first online open enrollment in August of 2013.

Switching from paper forms to an online benefits enrollment and administration tool was a big step in improving efficiency and eased some of the administrative burden on their HR teams. However, CNRG knew that it could work even more efficiently if it implemented standardized payroll and human capital management (HCM) systems. Together with Strategic Benefits Design, CNRG set out to develop a unified HCM package. They conducted a thorough systems audit and considered several technology solutions. Eventually, they chose the PlanSource human capital management suite, which included solutions for: payroll, time and attendance, applicant tracking, ACA and other regulatory compliance, and advanced tools for reporting and analytics.

PlanSource's HCM Suite is a flexible solution that offers a wide range of HR tools and allows employers to seamlessly integrate with their existing systems and even third party applications.

#### Implementation in record time

Once the decision was made, the CNRG & Strategic Benefits Design team acted quickly. CNRG signed with PlanSource in June of 2015 and made a plan to get the entire system up and running in six weeks, so that it would be ready for August Open Enrollment.

"I knew the timeline was incredibly ambitious, but there were so many advantages to having benefits linked to payroll and the various other systems, as well as the ACA compliance hurdles we had in front of us that we needed to have the system up and ready for our August Open Enrollment. I had the utmost confidence in our team and PlanSource's implementation team so I knew we could make our six week deadline," said Elizabeth Colvin, VP of Human Resources.

"I can't say enough good things about the PlanSource support and implementation team. With their help and the help of our incredible HR team, we got the system up and running with no hiccups."



"PlanSource was the only platform that could deliver the full package. It is a solid company with a stable platform that is scalable and has the depth and breadth to take us to the next level."

**Boyden Moore**  
President at Central Network Retail Group

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## Results

### PlanSource technology gives CNRG one source for HR and benefits management

Since implementing benefits technology from PlanSource, CNRG has enrolled 1,517 employees. The enrollment process, which previously left HR teams drowning in paperwork, is now done online. All benefits information is safely stored and can be accessed by their HR team and employees at any time throughout the year.

With the addition of the PlanSource human capital management suite, CNRG now has a 360 degree view of all their employees, from the moment they complete a job application, to when they are hired, onboarded, enrolled in benefits and trained. And in a high turnover business, it ensures that all hiring and separation regulations are followed, leading to better hires and higher employee retention rates.

#### Efficiencies across the board, from smooth payroll to simplified time management

The implementation of PlanSource has resulted in:

- **Smooth payroll** — Payroll took two full days and required HR teams to plan vacations around days when payroll was computed. It can now be done in less than an hour. Payroll is fully integrated with benefits so deductions are correct and automatically added; W-2s and paystubs are instantly accessible.
- **Compliance made easy** — noncompliance issues are now a thing of the past for CNRG, with fully integrated tools to stay compliant with the Affordable Care Act, OSHA, DOT, COBRA and other regulations.

- **Easy Open enrollment** – employees can shop for and get enrolled in benefits anywhere, anytime, and have access to built-in educational tools and customized materials.
- **Employee Benefit Plan Visibility** — with increased visibility around benefit plans, communication and education has increased to help ensure employees are getting the coverage that is right for them.
- **Simplified hiring and separation** — when a person joins or leaves CNRG, their information only needs to be entered or removed from one place, and updates are automatically made to their benefits, payroll, and other systems.
- **Better scheduling and less overtime** — with built-in scheduling and protocols for time management, CNRG was able to cut overtime by 50% in just three months after implementing PlanSource.
- **Time management is a snap** (*well, a click to be more accurate*) — time cards have been removed from the equation. With PlanSource, it's easy for CNRG to manage schedules, optimize employee shifts, track PTO and ACA compliance.



“Having visibility into all the systems is huge. It’s definitely a game changer. The time PlanSource has saved CNRG’s HR department can be counted in days, not hours.”

**Elizabeth Colvin**  
VP of Human Resources at CNRG

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