

# USI Uses PlanSource To Support Complex, Bilingual Workforce

**Location:** Multiple Locations, US (HQ Houston, TX) | **Industry:** Materials | **Employees:** 600 |

**Website:** <https://www.strategicmaterials.com>

PLANSOURCE®



With almost 50 locations across the United States, Strategic Materials is a leader in the materials recycling sector. Their proprietary process converts recyclable materials into valuable products, which in turn helps industrial manufacturers increase operational efficiency. Common repurposed products include food and beverage containers, fiberglass insulation, reflective materials and more.

## Challenge

- Strategic Materials has a diverse, bilingual workforce spread across almost 50 states and was struggling to unite communication efforts.
- Additionally, the high percentage of in-field workers that had limited or no access to computers presented another roadblock for communications and enrollment.
- The company wanted a single, unified approach to employee communications and benefits management that offered a high level of service and flexibility to better showcase their compensation.

## Solution

- USI partnered with Strategic Materials to find a modern technology solution that offered a more efficient and frictionless process for handling benefits administration and that provided robust, on-demand customer support.
- PlanSource offers a mobile-friendly benefits administration and employee experience, making it easy for managers and employees in the field manage their workforce and elections.
- USI also worked with PlanSource to implement a bilingual employee benefits experience to support the diverse needs of Strategic Materials. The entire benefits process, from educational videos to employee enrollment, is currently offered in both English and Spanish.

## Results

- The high-level of service provided by PlanSource has helped Strategic Materials completely revamp and improve their benefits administration process. All benefits administration functions have been moved online and the company no longer relies on manual, paper-driven processes.
- By implementing a bilingual benefits experience, all employees within the Strategic Materials workforce are able to fully access and understand their benefits options, educational resources and enrollment material.
- The mobile-friendly technology solution provided by PlanSource allows the entire Strategic Materials team to easily access and manage their benefits on the go, with or without access to a full computer. This enables more employees to be engaged and educated throughout the entire benefits process.

*Simplified, Mobile-Friendly Benefits Enrollment and Management*

*Bilingual Benefits Resources and Enrollment Experience*

*High Level of Ongoing Support and Service*