

Case Study: Clearway Energy Group

Improving usability for both HR and employees just in time for OE

About Clearway Energy

Clearway Energy was looking to replace its existing benefits system with one that offered a more user-friendly employee experience and greater flexibility to handle the nuances of the company's comprehensive benefits package and diverse workforce populations. They partnered with PlanSource in July 2020 with the goal of launching just a few months later in November in time for open enrollment. Not only was the launch and open enrollment successful, but HR recognized improved reporting and additional time-savings.

Clearway Energy



Industry: Renewable Energy



Employees: 900+



Location: San Francisco, CA



Website: clearwayenergygroup.com



"PlanSource has been a huge success; not only for our HR team but also for our employees. It's really helped us accomplish our goals of offering a user-friendly and flexible platform, and it's given our employees a lot more control and confidence over their benefits."

– **Kaylie Zhang**, Benefits Analyst

Challenges

- Needed greater flexibility to accommodate a comprehensive benefits package
- Inability to automate common eligibility verification cases created hours of extra HR work
- Large number of field and remote workers across 32 states
- Increase of HR process and systems change management due to recent acquisitions
- Diverse workforce population with a lot of older workers and a range of tech comfort levels

Solution

The PlanSource platform successfully launched in time for November open enrollment after 4 months of implementation. HR enjoyed a more hands-off experience while employees had flexibility to go into their account to enroll on their own time rather than doing so in person with a counselor. Improved reporting and tracking features reduced the number of stragglers at the end of enrollment which made the entire process easier for HR.

- **Improved Reporting Features:** PlanSource reporting features gave HR access to a wide variety of reports that increase visibility and efficiency.
- **Ability to Schedule Reports:** They are also able to streamline activities that used to take a lot longer by scheduling these reports to send automatically.
- **HR and Carrier Integrations:** PlanSource integration with UKG Workforce Ready allows for real-time, automatic updates across the multiple systems and ensures data accuracy and consistency.
- **User-Friendly Platform:** It did not take a lot of training for everyone to understand how to use the platform and valuable information is readily available in the dashboard.
- **Employee Self-Service:** With 24/7 self-service access to benefits online, employees enjoy an increased sense of control and appreciation over their benefits.



Results



30 minutes of HR work saved per new hire



2 weeks of HR time saved during OE



Improved reporting features



Decreased number of employee questions for HR