Case Study: The CORE Group

See how PlanSource's software helped The CORE Group pivot entirely to online benefits administration

About The CORE Group

The CORE Group is a foodservice sales company that sells primarily to 'non-grocery'-related businesses, including schools, prisons, and airports. Growing quickly over the past decade, the company now has a total of 54 offices across all 50 states and a workforce of more than 625 employees. Their relationship with PlanSource began in 2012 with a full transition from paper to online benefits administration.

Clearway Energy

🏢 **Industry:** Foodservice Sales

👥 **Employees:** 625+

📍 **Location:** Chino, CA

🔗 **Website:** corefoodservice.com

"Mobile enrollment specifically has been a huge time saver for us. Most of our employees are on the road – they're in their cars; they're not sitting at a computer. To have the full suite available on their mobile device really helped us.""

– **Andrea Evanter**, VP of Human Capital

Challenges

The CORE Group needed an automated benefits administration system that was simple, mobile-friendly, and conducive to its rapid growth. With a highly dispersed workforce comprised of 70% field employees, the company needed a system sophisticated enough to handle the group's complex benefits needs.

Employees did not have self-service access to their benefits or any educational tools to make benefits shopping more transparent. Thus, benefits management was becoming overbearing for HR due to the complexity of the information and paper-based processes.

- 54 offices in all 50 states made keeping up with compliance impossible using paper
- 12x growth took the company from 50 employees to 625+ in less than 10 years
- Effective communication was difficult with 70% of employees located in the field
- Employees didn't understand their benefits, causing low engagement and lots of questions for HR

Solution

PlanSource enables the CORE Group to continue scaling its success, offering a mobile-friendly benefits shopping experience and highly configurable benefits workflows that make managing benefits easy and accessible. The CORE Group pivoted from an entirely paper-based benefits process to PlanSource's online platform, as well as integrated its BambooHR HR system for seamless data exchange and single sign-on (SSO) between platforms.

PlanSource saves the CORE Group's HR team an incredible amount of time, as they are now equipped to answer benefits questions themselves, rather than including a broker as an intermediary. The number of questions also diminished, as employees have self-service options as well.

- End-to-end automation of manual ben admin processes
- Mobile-friendly solution for benefits shopping and enrollment
- Easily track employee enrollment events and state compliance
- Employee education and engagement via educational video library
- HR system integration with BambooHR

Results

- 2 hours saved per new hire with educational videos
- 30 minutes saved per life event change
- 50% enrolled employees within the first 2 days of open enrollment
- Weeks of HR time saved at open enrollment