

Revolutionizing HR for a Mobile Workforce: Trantham Services' 5 out of 5 Experience

About Trantham Services

Trantham Services, Inc. was originally founded in the 1980s as a cattle farm. Today, they have a fleet of 165 trucks that specialize in transporting feed across the United States. Previously, Trantham Services, Inc. operated benefits and enrollment on paper. With only two HR team members and most of their workforce being truck drivers or mechanics, they needed to find a new solution to keep up with their growing and distributed workforce.

“We had a lot of growth, and it was becoming impossible to accomplish things on paper. It was holding us back to manually process... It is just the two of us on the HR team, so we take as much help from PlanSource as we can get.”

Page Trantham, VP, Finance/Owner



Industry: Transportation



Employees: 226



Location: Alexandria, AL

www.tranthaminc.com



Challenge

Trantham Services, Inc. was looking to move away from their manual paper process. They needed a benefits technology provider that could keep up with their growth, increase the efficiency of the HR team, improve their employee experience, and seamlessly integrate with payroll systems. Most of Trantham's workforce travels all over the country, with high turnover and limited access to technology or communication tools. Trantham needed a solution that offered an intuitive experience.

- Had a small HR team
- Handled everything manually on paper
- Managed a distributed workforce that was difficult to communicate with
- Dealt with 25+ new hires and terminations every month

Solution

PlanSource enabled Trantham Services, Inc. to keep up with their ever-changing workforce with a reporting tool that keeps their HR team updated on pending tasks needed for newly hired and terminated employees. During open enrollment, Trantham Services and PlanSource implemented Benefits Books and the Support Chat, which significantly improved their employees' experience and understanding. Trantham Services achieved a 5 out of 5 Customer Satisfaction (CSAT) Score. Page Trantham, VP, Finance and Owner, stated, "We received very quick responses from our Open Enrollment team whenever we had a question or concern."



Results

- **5 out of 5 CSAT Score:** Trantham rated PlanSource 5 out of 5 for Customer Satisfaction.
- **Improved Employee Experience:** With their workforce mostly consisting of truck drivers who do not have email addresses and need an intuitive experience, Trantham Services has found success in their Benefits Book and the Support Chat.
- **Efficiency Gains:** Automated processes and their integration with Aflac significantly reduced the administrative burden on the HR team, allowing them to focus on more strategic tasks.
- **Seamless Integrations:** The PlanSource team enabled quick and efficient integrations with their payroll vendor, Proliant. Further streamlining processes and reducing manual work.