



# Case study

## General revenue Corporation

This story emphasizes the critical need for a centralized resource that addresses the complexities of HR laws and policies across states. With organizations growing and hiring nationwide, the task of managing and complying with diverse regulations becomes overwhelming for HR professionals. The story highlights the shift from manual research methods to comprehensive HR solutions like HR Hero®, which provides up-to-date information, customizable tools, and expert support.

## Challenges

Growing companies hiring nationwide often struggle with unfamiliar state requirements because they lack a centralized resource that encompasses state-specific HR laws and policies. This can leave HR professionals scrambling for answers. Navigating sick leave policies, mitigating legal risks and compliance issues, and then further updating and standardizing HR processes and procedures become the top tasks for HR professionals at these expanding organizations.

In the past, HR professionals would typically rely on manual research methods and various sources of information to perform HR tasks during organizational growth. They would spend significant time conducting internet searches, consulting legal resources, contacting government agencies, or seeking advice from industry peers to gather information on HR laws, regulations, and sick leave policies specific to each state. They would then analyze and interpret the collected data, manually create and update employee handbooks and policies, and communicate the information to employees. This approach was timeconsuming and prone to human error and made it challenging to stay up to date with the rapidly changing legal landscape.

Nowadays, HR professionals have access to comprehensive and centralized HR solutions like HR Hero. These platforms provide a wealth of resources, including databases of up-to-date HR laws and policies across states, customizable templates for employee handbooks, expert insights, and support. By leveraging such tools, HR professionals can significantly reduce the time and effort required for research and provide a reliable source of information, improving efficiency and minimizing the risk of noncompliance.

*“HR Hero, provided by BLR®, has been my most valuable assistant in helping me keep up with the different laws and policies in all 50 states and provide answers to my employees during the pandemic.”*

# GENERAL REVENUE CORPORATION

The organization, General Revenue Corporation, is a student loan servicing and collection company located in Mason, Ohio. It has been in business since 1981 and has a revenue of \$108 million and around 1,300 employees.

When General Revenue sought to hire nationwide during the pandemic, HR Director Mimi Wise, a 25-year HR veteran, was tasked with finding a suitable product to aid her with new hiring and procedural challenges. Wise was looking for a solution to help her navigate the diverse sick leave laws and policies in all 50 states, especially during the pandemic, when the company expanded its hiring nationwide. She needed a centralized resource that would provide accurate information and guidance to support the company's employees.

She discovered HR Hero while searching for answers to HR-related questions online. She filled out her information and was contacted by a sales representative, who explained the features and benefits and provided a personalized tour of HR Hero.

# Challenges

Since implementing HR Hero, Wise has experienced remarkable results and significantly reduced the amount of time spent on employment law research. She and her coworkers spend only an hour monthly on tasks related to maintaining the handbook, writing policies, and researching federal and state laws instead of countless hours scouring the Internet. The HR Hero tool suite can provide up to an impressive 94% monthly time savings for similar HR teams.

The customization options for state-specific employee handbooks have streamlined compliance efforts, ensuring alignment with regulations. The comprehensive database of HR laws and policies across states has empowered Wise to quickly and accurately answer many of the policy questions that come her way, further enhancing her efficiency. Wise has also received exceptional support from her account representative and the HR Hero support team, benefiting from expert insights and timely assistance. Overall, HR Hero has not only saved significant time but also improved efficiency, compliance, and the overall management of HR responsibilities.

In summary, HR Hero, provided by BLR®, has been a game-changer for Wise. It has empowered her to navigate the complex landscape of HR laws and policies across states, particularly regarding sick leave. HR Hero has become her most valuable assistant, providing comprehensive resources, customization options, and exceptional support.

## Looking forward

Looking forward, HR Hero remains a solution that will enable Wise to adapt and protect her organization in the ever-changing landscape of remote and hybrid work. As General Revenue Corporation continues to expand and hire nationwide, she recognizes the ongoing importance of staying updated on state-specific laws and eagerly anticipates the continued use of HR Hero as a reliable resource to navigate the evolving HR challenges and complexities of the modern workplace.

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