



### Customer:

LaForce

### Industry:

Manufacturing

### Ascentis Solution(s):

- Ascentis HR and Benchmarking
- Ascentis Payroll
- Ascentis Recruiting
- Ascentis Timekeeper
- Ascentis Self-Service
- Ascentis Tax Services
- ACA Reporting Services

### Number of Employees:

500+, in 12 locations

### Previous Solutions:

ADP  
Taleo

### State:

Wisconsin

### Company Description:

LaForce manufactures commercial doors, frames, hardware, security products and building specialties.

## Business Need

LaForce, an industry-leading manufacturer of commercial building specialties headquartered in Green Bay, Wisconsin, was inundated with time-consuming manual processes that focused on spreadsheets and risked data inaccuracies.

When issues arose, their HCM provider was not as responsive as they needed them to be, and they never spoke to the same support rep twice. As a result, support calls contained frustrating levels of repetition and sometimes inaccurate information.

### Main Concerns:

- Inefficient manual processes focused on outdated tools and were prone to data errors
- Lack of service responsiveness from prior vendors, and being bounced to different reps with every call
- Lack of automation in open enrollment periods
- No efficient way to broadly communicate benefits information
- More time was needed for strategic business projects, instead of so much focus on transactional employee requests

### Desired Requirements:

- Seamless integration between HRIS, payroll, time and attendance, and recruiting systems
- Needed much more efficiency in their HR and payroll processes, with an integrated platform that would save time and resources
  - Required an intuitive, easy-to-use and highly-adoptable system that still possessed advanced functionality for all HCM processes
  - Needed a system that would allow configurable areas to service the business more effectively

## Why Ascentis

### Drivers in Selection:

- Responsive customer support, featuring a designated support representative
- Easy-to-use solutions that offered deeply powerful functionality
- Self-service platform that supports online enrollment and standardizes employee communications
- Regular product releases ensure compliance
- Positive implementation experience and a seamless “go live” experience

### Resource Savings and Business Advantages:

- Employee benefit enrollment time cut dramatically, complete elimination of paper forms
- Time to communicate benefits information to carriers was reduced by 40%
- Streamlined onboarding parses new hire data automatically to other Ascentis solutions
- Reduced time spent on administrative tasks allows them to increase value to their employees
- Ascentis integrates with their accounting system for seamless cross-department support

### Increased Productivity:

- Efficiency increases from time and paper savings in the enrollment process
- Single point of data entry creates one “source of truth,” eliminating redundancy and errors while passing enrollment data to carriers
- System tracks and reports numerous data sets, such as wellness points, safety training, company assets, and more.

“With Ascentis, we don’t feel like we’re just another “number.” We’re in a business partnership that provides us with the support we need to be successful.”

Amy Ulrich  
HR Benefits Specialist