

Industry:
**Recreational
Vehicle
Dealership**

Geographic
Footprint:
Texas

Number of
Employees:
30



ADVISORY | HUMAN CAPITAL MANAGEMENT

Innovative HR Tech Solution Automates Manual Processes & Boosts Efficiency

Issue

A growing recreational vehicle dealership faced mounting inefficiencies managing HR processes through Microsoft Calendar and manual communication. As their team expanded, hiring and onboarding became cumbersome, employee scheduling lacked transparency, and tracking paid time off (PTO) was error-prone. Information silos developed, making it difficult for managers and employees to stay connected and compliant. They recognized the need for an integrated HR platform to support growth, enhance communication, and meet compliance requirements.

Solution

CBIZ addressed the dealership's operational inefficiencies by implementing Centrally HR, a comprehensive platform designed for modern workforce management, which allowed for:

- **Streamlined Hiring and Onboarding:** Automated applicant tracking, digital onboarding workflows, and centralized personnel records made it easy to hire new staff, manage credentials, and bring employees up to speed quickly.
- **Smart Employee Scheduling:** The scheduling module allowed managers to create and update shift plans for departments, locations, and events. Employees now have real-time access to schedules via web or mobile, improving transparency and coverage.
- **PTO and Accrual Tracking:** PTO management tools track vacation, sick leave, and other paid time off, ensuring accurate accruals and effortless request and approval workflows, eliminating errors and manual tracking.
- **Enhanced Communication:** With integrated messaging, including two-way texting and mobile notifications, managers and employees can communicate instantly about schedule changes, open shifts, or policy updates. This has bridged information gaps that previously slowed operations.
- **Compliance Assurance:** The platform maintains secure, up-to-date records for licenses, incidents, policies, and other compliance documents. Automated alerts and audit trails ensure regulatory requirements are met without manual oversight.
- **Document Management & Self-Service:** Digitized forms, a centralized document library, and seamless self-service features enable employees and managers to access, submit, and manage HR documents from any device.



Outcome

- **Manual Processes Automated:** Replaced spreadsheets and manual calendars with a centralized, web-based system, greatly improving accuracy and efficiency.
- **Compliance & Documentation:** Ensured all HR and scheduling processes meet federal and state requirements. The system securely stores personnel files, incident logs, and compliance documents.
- **Employee Engagement:** Enabled seamless communication and improved access for employees with features like two-way texting and a mobile app.
- **Efficiency Gains:** Freed managers to focus on core business activities, reallocating time saved from HR tasks to customer service and dealership growth.
- **Integrated Experience:** Single sign-on provides easy navigation between HR modules, making day-to-day management simpler for all users.
- **Scalability:** The platform supports current needs and future growth with flexible modules, reporting, and integration capabilities.

"The onboarding process was extremely thorough, and [CBIZ's] team led extensive, dedicated trainings. Of all the companies we researched, CBIZ offered the most comprehensive and flexible platform to support our operations."

Co-owner & Marketing Director