



Neocase HR Power Helping Lehigh Hanson Inc, the Construction Materials Firm Build Better Employee Relationships

Lehigh Hanson HEIDELBERGCEMENT Group

At a glance:

- Lehigh Hanson, Inc.
- North America
- Industry: Building/Construction Materials

Challenge:

- Transition to self-service HR Portal

Solution:

- Neocase HR Power
 - Employee Portal
 - Case Management
 - Personalized Knowledge Base

Results:

- Reduced paper forms by one million pieces per year
- Expects significant productivity savings in processing hours for handling paper-based forms
- Achieved employee acceptance/engagement of 99.2% for online benefit enrollment
- Reduced HR transactional support costs
- Increased HR productivity & efficiency
- Saving more than \$250K per year on HR mailing and communications

Lehigh Hanson is one of the largest construction materials companies in North America. Lehigh Hanson is a wholly-owned subsidiary of Heidelberg Cement, the global market leader in aggregates and a prominent player in the fields of cement, concrete, and other downstream activities. Heidelberg Cement employs some 45,000 people at 2,300 locations in more than 40 countries, including 7,644 in North America.

Challenge

Transforming from Transactional to Strategic HR Services

Lehigh Hanson sought to automate the delivery of their human resources services through a streamlined employee self-service portal. Donna Ashabranner is the Senior Director of Employee Services for the three US Regions and Canada. Her department is in charge of HR and payroll administration, HR compliance, recruiting and compensation, and benefits administration for Lehigh Hanson.

“Our challenge was to transform as much of our HR employee services to a self-service model,” Donna explains. “Our old case management system was very tedious and hard to manipulate. We were looking for a centralized processing and contact center for all our human resources

transactions including benefits, case management, HRIS, payroll and pension administration. And it had to be a ‘behind-the-firewall’ solution for security purposes. After a diligent search based upon the criteria in their business case – including detailed financial analysis and return on investment figures – Lehigh Hanson selected HR Power Shared Services Solution from Neocase Software – which offers both on premise and SaaS configuration options”.

Requirements

Designing a Self-Service Portal to make the Transformation a Reality

The very nature of Lehigh Hanson's business in supplying construction materials throughout North America means that providing HR services is a challenge due to employees being in the field at approximately 500 locations across the US and Canada. The firm was looking to automate these offsite HR processes into a central system requiring less paper and labor; as well as a much more efficient and cost-effective solution.

After the selection of HR Power, Lehigh Hanson created a Project Team to design and implement the rollout of the HR Shared Services Solution. Phase One was the Employee Portal encompassing all of the employee benefits programs including single sign-on access to their Self-Service ERP, Aetna health plan and Fidelity 401K. The portal also had to be available 24/7/365, provide secure access outside the network and via mobile devices, and display personalized data unique to the employee logging in through interaction with a Personalized Knowledge Base.

Solution

Superior Employee Service Powered by Neocase HR Power

"Neocase HR Power solution was chosen by Lehigh Hanson due its flexibility, case management capabilities, the value of an HR-specific system – and most importantly due to the robust nature of the offering," explained Donna Ashabranner, Senior Director of Employee Services, Lehigh Hanson.

HR Power was selected to provide Knowledge Base and Case Management components to deliver a superior Personalized Portal for employees, giving them access to targeted content, online documents and forms and automated corporate communications.

Results

Engaged Employees Streamlined Service Delivery & Cost Savings

"When we initiated Phase One of the Employee Portal, we anticipated maybe a little over half of the employees would jump on board at first," explained Donna. "Right off the bat though, we had 99.2% use the portal for benefits enrollment! People were happy with the Portal – they liked it, and were using it."

Here is what our employees said about the portal:

- "I like it! I have access to information 24/7 and I no longer have to wait to contact a person."*
Ubaldo Garcia
- "It's a positive change for employees, we can now access information relating to benefits and make good use of the information."*
Anonymous
- "The new website is very impressive. Well done to all involved... very comprehensive."*
Walter Norris Area Manager – Texas
- "I love this site and was able to easily add my General Dynamics funds to the Fidelity site. I know you guys worked long and hard on this and wanted to let you know this is a job well done!"*
Randy Mucha, Corporate Safety and Health Director

Next Steps

Streamlined Service Delivery & Cost Savings

"In future phases, we'll be rolling out new capabilities including manager and HR self service for employee changes, automating employee evaluations, additional payroll and tax features and updating profile information such as family status changes. The move to the Self Service Portal will enable our employees to perform almost 90% of their own HR transactions – providing superior employee service" – Donna Ashabranner, Senior Director of Employee Services, Lehigh Hanson.

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Donna Ashabranner Senior Director of Employee Services Lehigh Hanson