

## Case Study »

### Client

The client is a Fortune 500 employer in the food industry that does business in the United States and around the world.

### Challenge

The company was burdened with unnecessary costs because managers were missing scheduled unemployment hearings due to insufficient visibility and accountability.

### Solution

The company worked with TALX to implement a complete claims tracking system that provided detailed knowledge of claim status and allowed HR to produce reports that enabled it to pinpoint problems and enhance accountability by region and by location.

### Results

The company sharply curtailed missed hearings, avoiding additional liability of \$342,676 in 2009 and \$663,913 in 2010.

## Unemployment Cost Management Case Study

### Client

The client is a Fortune 500 employer in the food industry that does business in the United States and around the world.

### Challenge

The company was burdened with unnecessary costs because managers were missing scheduled unemployment hearings. The problem stemmed from a need for additional education and a lack of accountability. A need was identified for improved reporting and visibility to better pinpoint where problems were occurring, improve accountability, and understand where additional training was required.

### Solution

The company worked with TALX to implement a complete claims tracking system that provided detailed knowledge of claim status for each claim and helped establish accountability by region and location. The system now allows the company's corporate HR department to create monthly and quarterly reports broken down by region and location, and to pinpoint where problems are occurring.

***"It is very easy to follow through the system and get what I need."***

*Human Resources Manager*

HR is able to report to regional vice presidents about each of their regions and vice presidents can, in turn, work with locations where problems occur frequently to provide training where necessary and improve results. The availability of hard data on hearings also made it possible to include numerical targets related to hearings attendance as part of performance evaluations. The reporting functionality also allowed HR tools to provide actionable reporting to upper management at the company.

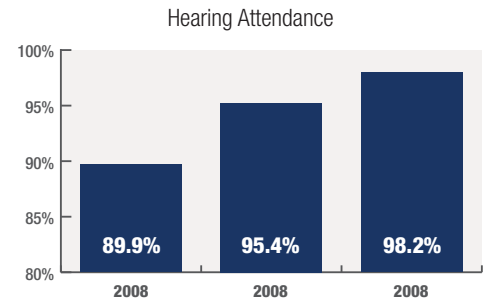
Managers at all levels now have both the information they need to identify problems and the motivation to address them. The system, by providing alerts for upcoming hearings, allows location managers to prepare for hearings in advance and get expert input from TALX hearing specialists in a timely way, further improving hearing results.

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## Results

After implementing the TALX claims data reporting system, the company sharply reduced the number of hearings it missed, with a resultant reduction in related costs. Managers missed nearly 10% of all unemployment hearings in 2008, but by 2010, that percentage was reduced sharply to less than 2%. In 2009, the increase in the number of hearings attended resulted in an additional \$342,676 in liability avoided. For 2010, this amount was \$663,913.



To learn more about how TALX can help your organization, contact us at **1-800-888-8277** or **[moreinfo@talx.com](mailto:moreinfo@talx.com)**.