

TRINET GROUP, INC.



TriNet is a trusted partner to small businesses, providing critical HR-related services on an outsourced basis. TriNet's solutions help contain costs, minimize employer-related risks and relieve administrative burden to keep an entrepreneur's focus on core business functions. TriNet specializes in serving fast-moving companies in fields such as technology and professional services.

TriNet used PerformanceG2 and IBM Cognos 8 BI to provide reporting services to more than 1,000 member companies and several thousand users. By improving TriNet's customer retention and acquisition efforts, PerformanceG2 and Cognos 8 BI gives TriNet a significant competitive advantage over its competitors. This advantage is vital in the extremely competitive HR BPO industry, which includes entities from ADP, IBM and smaller firms such as Administaff. TriNet's reporting solution provides analytics to users, presenting call center usage, HR transaction volume and other customer-specific data to support executive decision making and enhance HR performance.

CHALLENGE

- Rapid growth in number of clients and complexity of client HR needs required time-consuming customization of standard reports
- Existing reporting system inflexible and inefficient
- Competitive advantage required the ability to provide custom reporting to each client - in a simple, easy-to-learn tool

SOLUTION

- Improved customer experience - reporting was identified as a major area of improvement
- Provided custom HR reports to member companies - wide variety of businesses, differing performance metrics and diverse security policies
- Allowed customer executives to quickly analyze corporate performance - corporate HR performance "at-a-glance" and capability to drill down to the details
- Supported a large base of users - at least 2 users per member company with 4,500 users and growing
- Integrated seamlessly with TriNet portal
- Improved customer service
- Enhanced market competitiveness
- Established reporting as a key differentiator

"PerformanceG2's implementation of a Cognos 8 BI project has turned our reporting environment liability into a strategic advantage. Our customers love the alerts and dashboards. We are a winning new business because of this successful solution.

- Steve Carlson, CIO, TriNet Group, Inc.