



# CASE STUDY

## ABOUT NORTHWEST x SOUTHERN

Uniquely situated in some of the most beautiful areas of the Pacific Northwest & Alaska, Northwest x Southern has award winning hotels where you will find hospitality is the TRUE focus of their team. From their DoubleTree Arctic Club Hotel, their flagship AAA Four Diamond Hotel designated on the National Register of Historic Places and located in the heart of Downtown Seattle, to one of their many PAC-12 Campus Hotels. You can venture further North to scenic Alaska and visit them in Anchorage or Fairbanks. Regardless of the location, Northwest x Southern guarantees you will create memories.

We work closely with Tabitha and Jennifer, the HR Generalist and HR Specialist at Northwest x Southern. They made the switch over to Netchex in January 2018 from BenefitMall looking for a better solution for their growing hotel and hospitality group.

## THE NETCHEX IMPACT

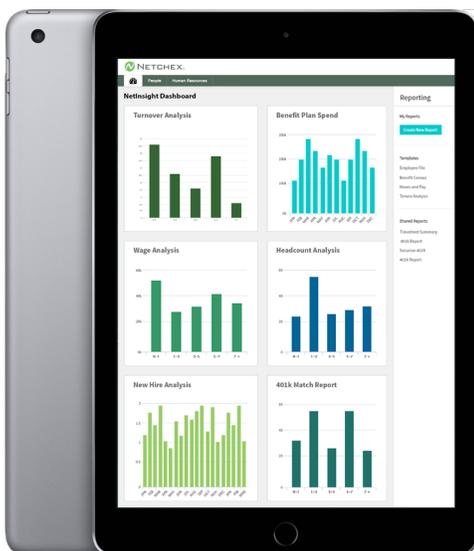
For the team at Northwest x Southern, the biggest factor was Netchex's truly single-source system in comparison to competitors. The technology that Netchex is built on makes transferring data from one module to another a seamless transition without glitches due to disjointed and separate systems.



Netchex Services:

- Time & Attendance
- NetBenefits
- NetRecruiter

- NetGuide
- ESS / MSS
- NetCOBRA



**“On a scale of 1 to 10, I give Netchex a 10. Their customer service team is readily available to help.”**  
- Jennifer, HR Specialist

## WHY WE WERE (AND ARE) THE BEST SOLUTION

When describing their favorite part of working with Netchex, Tabitha and Jennifer never shy away from complimenting our service team. Having a single-source solution means our service advocates are all one internal team, not separate voices and departments for each HR solution. They know their dedicated relationship manager is there when they need it with information on the full gamut of issues.

As HR Generalist, Tabitha's favorite module is NetBenefits, where she can focus on other parts of her job rather than standing at the printer and waiting for her insurance forms to all scan. NetBenefits provides for effortless enrollment and uncomplicated management, empowering their employees to take control of their medical and dental coverages, saving their HR department time they can put back into other valuable aspects of their job.