Simple Problems Solved; How InfinityHR Helped QuickStart Ignition Interlock AZ Get Back to the Work That Matters Most

"Working with InfinityHR during the implementation process was seamless. Our implementation specialist (Erin) was friendly, thorough and was able to quickly explain any technical aspects of the software I had questions about."

QuickStart Ignition Interlock

Mark Devich,
Director of Operations
QuickStart Ignition Interlock AZ

Overview

QuickStart Ignition Interlock AZ is a public safety company comprised of around 25 employees. They have five Valley locations and have two other locations in Tucson. With an active client base of 4,000 people — QuickStart installs and uninstalls personal Breathalyzers in their clients' vehicles due to previous DUI violations that are court ordered.

Devices installed help the public overall because they prevent an intoxicated person from getting behind the wheel and driving.

The InfinityHR modules they use include Employee Portal, Workflow Management and EZSign.

Challenge

The two biggest challenges facing QuickStart included:

1. **Communication flow** – The company relied on simple text messaging to communicate any procedural and/or policy changes. As you can imagine, this mode of communication was not the most efficient. Messages sent and received could easily be lost or forgotten, as well as hard to organize through if looking for any specific policy or procedural change information.

2. **Lack of documented policies and procedures** – While they relied on text messaging to communicate procedural and policy changes, QuickStart was not documenting and placing these materials in any central place for employees to refer to. Changes were all scattered in text messaging inboxes of employees.

To stay in compliance with Arizona state law, QuickStart needed to be documenting their policy/procedural changes, as well as having employees signing off on them. This way it could be proven that employees had read and understood any new changes.

Solution

To address both the communication flow and lack of documented policies and procedures problem simultaneously, QuickStart overhauled how they operated by doing the following:

1. They stopped using text messaging as their means of communication and adopted using email

2. They reached out to InfinityHR to evaluate and establish the most important human capital management (HCM) needs for their organization. The conclusion was to purchase and implement the following modules from the InfinityHR platform:

Employee Portal – this allows their employees to sign in to a designated home page to manage their time, submit expense reports and check for company updates to policies or procedures, review messaging notifications and more.

Workflow Management module – this allows their organization to be more efficient for new employee onboarding, allowing them to add and manage new employees easily as well as track their progress through the process. This module also let QuickStart create tasks and projects that can be tracked from stakeholder-to-stakeholder until completion.

This module was extremely important because it gave QuickStart the ability to post and update any policy and/or procedural change in a central location for their employees. It has now become much easier for employees to review and sign any policy/procedural changes in a timely manner.

EZSign – this feature allows employees to sign and confirm they have read and understand any new policy or procedure. They are introduced digitally online and in the cloud.

Through the implementation process, the InfinityHR platform has solved QuickStart's main pain points by streamlining important policy/procedural communications to the Employee Portal. In turn, it then notifies employees that they need to complete any new workflow items. Also, they now have complete access to all documentation/policy changes which are located in an easy-to-find central location within their system.

"Having the ability to retain a digital copy of any policy or procedural change has been invaluable for us. When our workers are out in the field, and I'm not available to answer any questions, nine times out of ten the documents produced will answer any question they might have," said Devich.

Stats

50%
Greater Efficiency

in on-boarding new hires

"We started with no efficiency mechanism at all; once we implemented InfinityHR we saw an immediate 50% greater efficiency in on-boarding new hires. As we utilize more system features, we expect that percentage to grow," said Devich