truework

Customer Success Stories

How Divvy Unlocked HR Productivity with Truework

Divvy

Website: https://getdivvy.com/ | Fintech | Region: Utah | Employees: 300

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Jennie Hertzler
Associate People Operations Specialist

Who is Divvy

Divvy is on a mission to **help businesses streamline and manage expenses.** Divvy centralizes all components of the process on one single dashboard, allowing **companies to send and request funds, create virtual credit cards, manage team spending and more in real time.**

Exponential Growth

- **Series C milestone** in April of 2019
- Divvy has been growing to **just under the 300 employee mark in 2020—up from just 30 employees in 2017.**

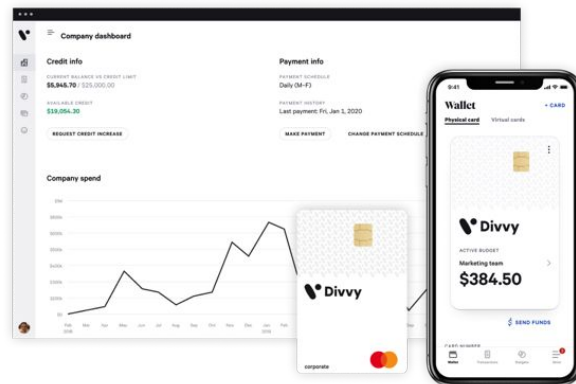### Scaling the verification process

- Managing almost 400 employees and their employment and income verifications, **Divvy's people team turned to Truework to automate their processes and help them manage verifications as they scaled.**

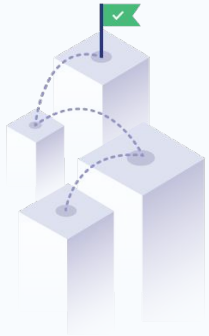> "Before Divvy, I had never worked with so many talented, high caliber people."

Jennie Hertzler
Associate People Operations Specialist

Growing Pains in the HR space

An Incredibly Tedious Verification Process

Prior to Truework, Divvy had an incredibly tedious verification process. **The Divvy team would go to their DocuSign dashboard and manually look up and fill out the information being requested.** Also, because Divvy had switched from a PEO to a new HRIS, the team **had to go back to a spreadsheet separate from the HRIS dashboard and manually look for two years of data out of two systems.**

10~15 hrs
A week on verifications

=

38%
of standard 40-hour work week

"We were downloading, uploading and making sure the right documents were matching up for the right verification. **It was very time-consuming but important, sensitive data.**"

Jennie Hertzler
Associate People Operations
Specialist

Challenges with a manual verification process

| Time-consuming

They would have to input that information manually, ensure that the information was correct and accurate, and have time-consuming back and forth communication with employees and verifiers in order to complete the entirety of the process—which, with the volume of requests they were getting from their growing team, would take up to 15 hours a week, if not more.

This would take away from the other important tasks that the Divvy People team had to perform for employees—and slow down their overall processes and workflows.

| Disorganized verification request intake

At Divvy, the People team would receive verification requests and have an assigned employee manage the information collection and paperwork every time a request was submitted. Because they had no internal automation, intaking verification requests were random and the volume of requests would vary by day and time.

For Jennie—the sheer amount of time that it took for her to complete verifications weekly was much in part to the sporadic intake process of verification requests.

Why Divvy **Chose** Truework

- Truework's **capabilities and expertise** in automation

- **Employee-first** mindset

- **Self-service** employee letter generator

> To be honest, we weren't sure how it was going to go. We didn't announce our transition over to Truework to our employees. We wanted to see the verifications come in, because they always do, and **we watched carefully to see how Truework processed them.** We were pleasantly surprised when the transition happened. **I feel like everything went remarkably well."**

Jennie Hertzler
Associate People Operations Specialist

" Divvy's VOE/VOI specialist went from spending **38%** of their week on verifications to **almost 0%** of their week spent on verifications when they joined Truework. "

The Truework Difference

> **Truework makes verifications just so easy, simple and smooth.** I didn't think it was possible to have verifications be that easy. Now **I look forward to checking my Truework dashboard** to see not only the time it has saved us but how they are really creating a better employee experience and product for us here at Divvy"

Jennie Hertzler
Associate People Operations Specialist

Impact 01 **Automatic, quick verifications**

With Truework Jennie **now spends at most 15 minutes a week on verifications,** but has almost eliminated the time consuming process entirely.

Impact 02 **Empowering employees**

Truework's platform is centered around giving employees the power to own their data. Divvy's employees are now notified and given the ability to approve or deny any sensitive information that is being shared.
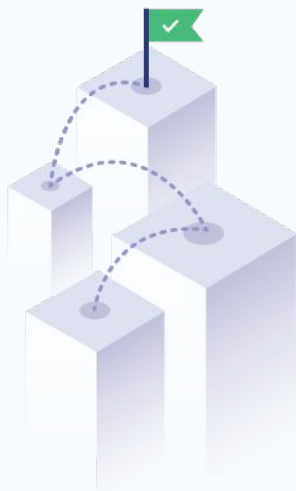
Impact 03 **Centralized and organized verification requests**

The Truework verification dashboard enables employers to have an efficient and organized space to monitor verification requests and employment letters. And as the process is automated and handled by Truework, the intake for verification requests, and its sporadic nature is no longer a worry for the Divvy team.

Growing Pains in the HR space

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