

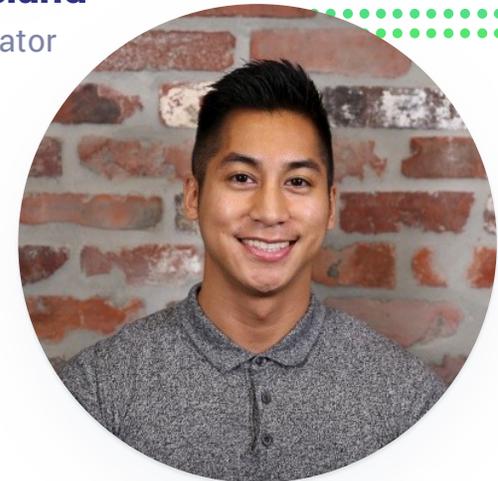
# How Segment transformed an out-dated process into a seamless experience with Truework

Company Size: 400 employees (rapidly growing)

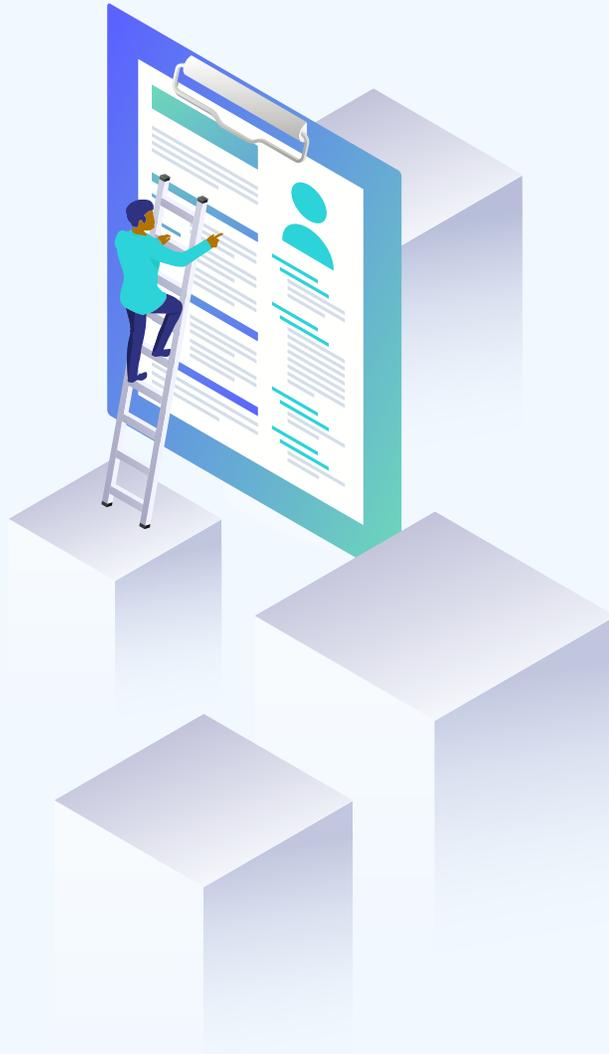
Headquarters: San Francisco, California



**Carrie Ohslund**  
HR Coordinator



**John Pichay**  
HR Generalist



## The Old Verification Process

To complete an employment or income verification, John manually compiled and filled out employee information by pulling up each individual's profile within their HRIS. Next he had to login to Bamboo (payroll) to view their compensation information. During this process, many times verifiers failed to provide a letter of completion, which left employees and the HR team frustrated.

"I had to create my own VOE by using a template I created that includes the employee's: Legal name, Job title, YTD Salary, Commissions and bonuses (if applicable), how likely they are to still be employed with us for the next few months, and main point of contact... I have templates created based on every office location we have because there are differences in addresses and even currencies."

Throughout the week, Segment often received phone calls from verifiers processing an employment verification. In that case, Segment's HR department had to figure out ways to share personal employee data over the phone,

"We don't have quiet cubicles or anything of that sort, and when I received a verifier phone call, it was over sensitive topics that I did not feel comfortable sharing over the phone... I would have to stop an important task I was doing, rush to find a room that is open, then provide sensitive employee information to this entity over the phone."

## Segment's Verification Pain Points

John wasn't initially looking for a verification vendor because he didn't realize automated employment verifications were an option, but increasingly took note of the many issues stemming from the current process.

### Human Error

John noticed the inaccuracy risk while doing **the manual work of parsing information from the HRIS, then providing the verification needs to the verifier** "When I write things down, I can be writing the wrong things due to potential distractions or calculations being incorrect. If the info is wrong, I am responsible for the verification being declined based on misinformation."

### Costly Delays

The high-volume of verification requests quickly became a top priority for John, due to the urgency of each request, **requiring hours out of John's busy work week to complete. Inevitably, the whole verification process started taking away valuable time** from other, more strategic, HR priorities.

### Onboarding Slow-Down

Additionally, and most importantly within the realm of HR, **training someone to complete VOEs was a hassle** that John's packed schedule could not afford. "If I have an HR coordinator working with me, they would take this task off my plate. I would have to train them as the verifications come and review their work before they submit it to prevent any errors, if we were to complete these manually"

## Verification Process Innovation

After being introduced to Truework's verification product, John realized that Truework could solve all of his current pain-points, plus more. Three vital benefits proved to be true as Segment's employment & income verifications were processed through Truework.



### 1. Direct and fast Integration into their existing HR system (Bamboo)

"It was really easy. All they needed was simple (non-technical) information. I believe the implementation took as little as an hour or less." Truework's seamless integration with Bamboo made it so Segment was able to get their employment verification automation in place without skipping a beat. Since the implementation was so fast, John was able to ensure that all employment verifications and letters were collected in Truework's intuitive HR dashboard by the time the next round of verifications were completed, with no human-error involved.

### 2. Superior Support

As the only HR Generalist, John, had multiple competing priorities to focus on. When Carrie, the HR Coordinator, was hired the verification process fell within her realm of responsibilities. Truework made it easy for Carrie to understand the platform and get fully on-boarded without a learning curve through best-in-class support. "It was really easy and quick for me to get information direct from the source (Truework), which is really helpful because our HR Generalist (John) was already so busy, so showing me how to use Truework wasn't in the cards."

### 3. Drastically improving the employee experience

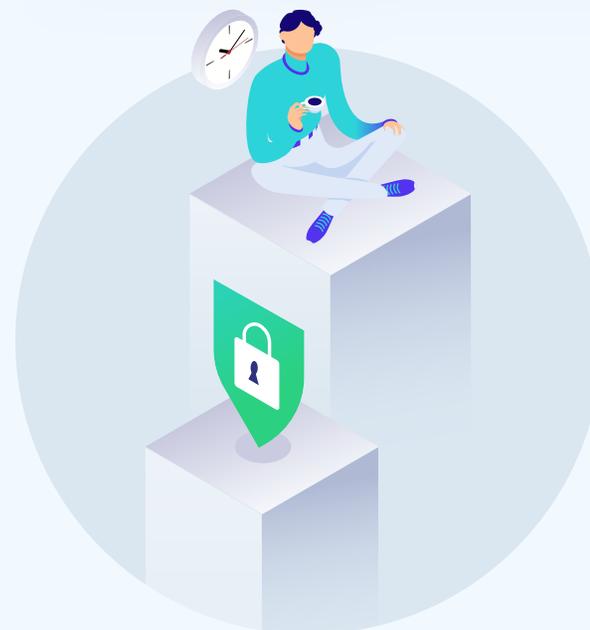
To date, more than 20 percent of Segment's entire workforce has leveraged the employee benefit of automated proof of employment letters. Employees are now able to generate their own letter through Truework's website in seconds! In total, including verifications and letters, thus far Truework has given back 520 hours to Segment's HR team. A clear improvement from the previous tedious process which required ~10 minutes to complete each individual VOE.

### 4. No more VOE distractions or potential privacy threats

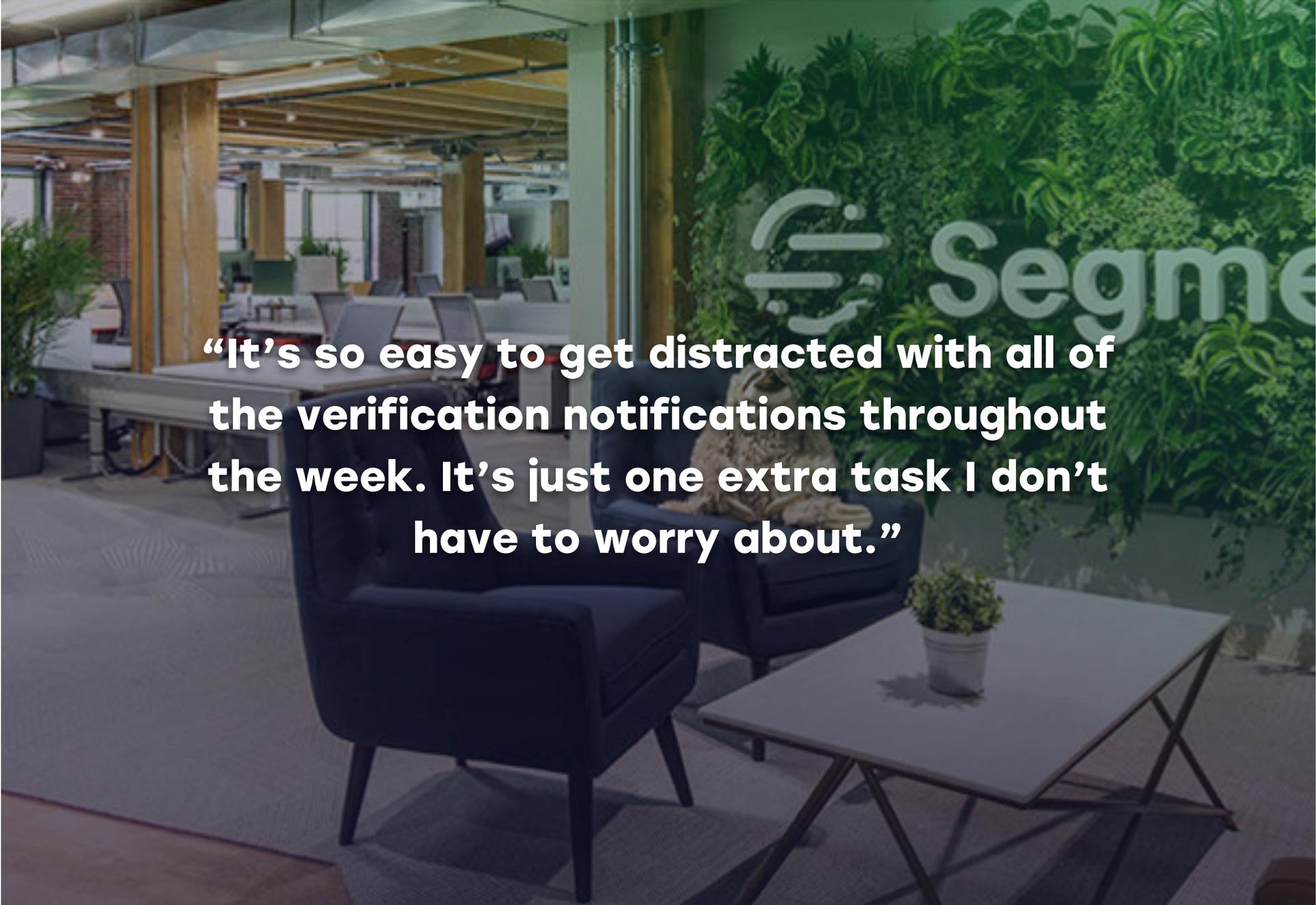
Since Carrie leverages Truework's HR Dashboard and monthly reports for all verification requests, she witnesses the hundreds of hours her and John save by not having to complete manual verifications and letters through the old process of phone, fax, and email. "Especially as we grow and scale fast, focusing on maintaining an efficient onboarding process is crucial. It's so easy to get distracted with all of the verification notifications throughout the week. It's just one extra task I don't have to worry about. With less distractions, I actually just shipped a new onboarding schedule last week, so I was really excited to ship that!"

In addition, Segment will soon be eliminating their fax service out of their office due to the transition to secure technology, "we just had a conversation about canceling our fax service, since we haven't used it in so long!"

 **520 Hours Saved!**



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