AbsenceSoft

Case Study

Newfront

Newfront Delivers Personalized Leave Services for Clients Facing Rapidly Growing, Distributed Workforces with AbsenceSoft

Newfront is an insurance brokerage transforming the risk management, business insurance, total rewards, and retirement services space through the combination of elite expertise and cutting-edge technology. In 2021, they added full leave administration to their suite of services. Since then, the program has been successfully managed by Marina Galatro, Executive HR Consultant, and Emily Zellmann, Leave of Absence Consultant.

When they first launched leave administration, Galatro and Zellmann worked hard to create processes that would ensure great experiences for their clients' employees. However, they were having to do everything manually, using a combination of spreadsheets and Microsoft Outlook calendar reminders.
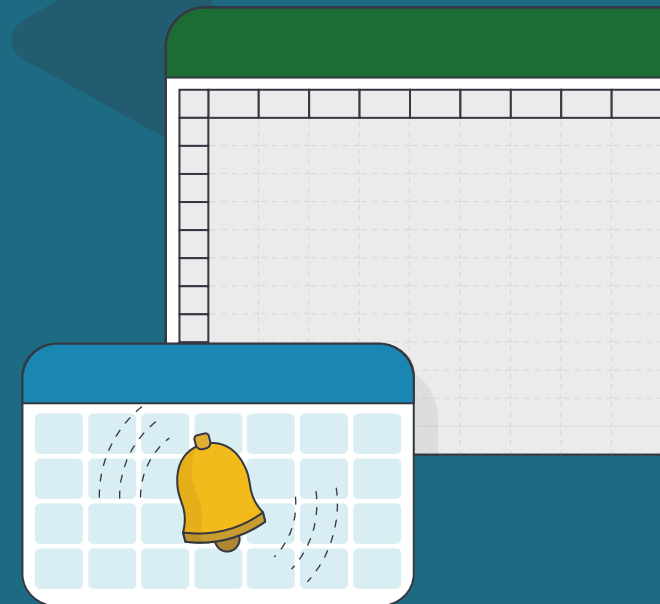
> **"Instead of our clients doing everything in a spreadsheet, we were doing everything in a spreadsheet for the client,"** recalled Galatro.

As a third-party administrator (TPA) of leave, Newfront has many clients based in California, which was the very first state to offer its own **paid family leave law in 2014**. Compliantly managing leave with just the complexity of that one state's law kept Galatro and Zellmann very busy. But in 2021, the rise of remote work made the need for a dedicated leave system critical.

> **"A lot of our clients have had a hypergrowth of attracting and hiring individuals outside of their headquartered state or office location,"** said Galatro. **"So as a result of companies moving into other states, these companies had a need for someone like Newfront to fully administer their employees' leave requests."**

Many companies today are taking advantage of remote and hybrid work to increase their talent pools and fill in-demand roles. However, every time an employee from a new state joins an organization's workforce, it adds more complexity to leave management – especially if they reside in one of the **growing number of states** that offer their own paid, or unpaid, family and medical leave.

Eventually, Galatro decided to actively look for a solution to make sure Newfront could keep delivering the highest quality services for their clients. When she started vetting solutions, she struggled to find a solution that could support their specific needs as a TPA. After a long and thorough search, Galatro found AbsenceSoft.

> **"We needed a solution we could utilize for multiple clients, where they can see their own dashboard of leave cases,"** said Galatro. **"AbsenceSoft was the only solution able to meet our needs."**
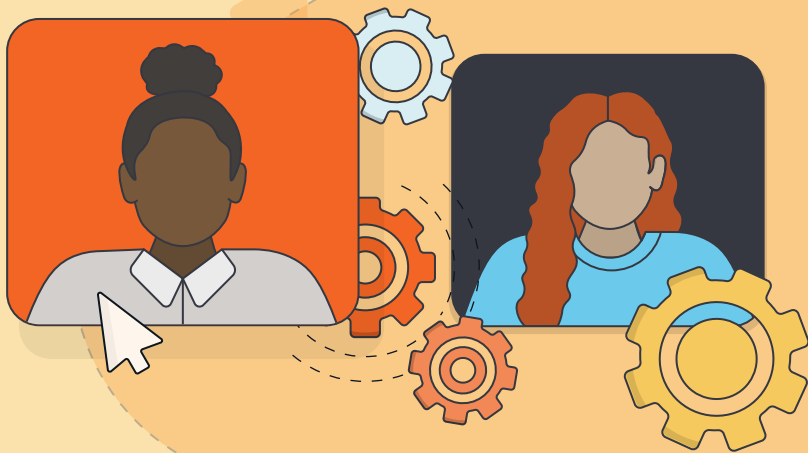
Today, Newfront leverages AbsenceSoft's flexible solution to deliver a personalized leave experience for each of their client's employees. Being able to customize documents, attachments, and other communications is essential for Newfront's leave management processes. Galatro continues to make ongoing adjustments and changes to the system as their service model and processes have evolved.

Galatro and Zellmann really appreciated AbsenceSoft's CLMS-certified support team when they first implemented the platform. Since then, AbsenceSoft has empowered Galatro and Zellmann to onboard new clients on their own, and faster than ever before. They can leverage AbsenceSoft's powerful automation and workflows specifically built for third party administrators to get new clients up and running fast.

"**We are able to onboard clients in less than two weeks, which gives us a competitive edge,**" said Galatro. **"Others in our space can take up to 6 weeks to get a new client up and running."**

Looking to the future, Galatro is planning to continue to modernize Newfront's leave administration services for clients. Soon, clients may select a feature allowing employees to submit leave requests through an online portal, powered by AbsenceSoft's Employee Self-Service feature. The leave portal will provide a mobile-friendly way for employees to submit a leave request to Newfront's team whenever it is most convenient, check on the status of the request any time, and upload documents quickly and easily.

If you would like to learn more about how AbsenceSoft can help TPAs improve client experience and team efficiency, schedule a demo today.

Schedule a Call

NEW LEAVE REQUEST