



## HOW TRILOGY HEALTH SERVICES LEVERAGES TOGGLIT FOR EMPLOYEE ENGAGEMENT ON-THE-GO

Founded in 1997, **Trilogy Health Services** specializes in providing comprehensive care to seniors throughout Kentucky, Ohio, Indiana, and Michigan. Much of their workforce is deskless and lacks access to a corporate email or dedicated computer.

### TRILOGY'S CHALLENGES

- Trilogy's HR leadership needed an effective tool for **engaging** and **communicating** with its vast workforce of **15,000 employees**.
- Not only are Trilogy's employees spread over **101 facilities in 4 states**, but many on the ground floor are in **deskless** roles, making it harder to engage them directly. Emails and breakroom posters had proven to be ineffective methods of creating meaningful engagement.
- Most of these deskless or remote workers have the **highest turnover rates**, making it especially difficult for team leads to **stay connected**, coordinate shifts, and feel confident their entire team is receiving and acting on **important communications**.
- Though Trilogy employees were already accessing many **company resources** through its online portal, the lack of a mobile app discouraged employees from leveraging the **convenience** and **effectiveness** of mobile devices to engage these services **when they needed them most**.

### SOLUTION: TOGGLIT WORKFORCE CMS

The Togglit Workforce Mobile CMS connects Trilogy's workforce with HR services they often need, all through a mobile app on their smartphone or tablet. With just a tap, users can access their **Payroll**, **Scheduling**, **Benefit Enrollment**, **Member Directory** and more.

Trilogy's team can use Togglit's web console to easily control content in the app, such as portals to **HR resources**. It's also easy to send or schedule **push notifications**, ensuring all employees will receive important memos from leadership. "Togglit has helped connect our employees to their benefits and key organizational messages, and allows us to recognize excellence," said **Todd Schmiedeler**, SVP, Trilogy Foundation & Workforce Development.

## OUR APPROACH & TOGGLIT'S IMPACT



*We struggled significantly using the old model of break room posters. Togglit allows us to connect where our employees are: their cell phone.*

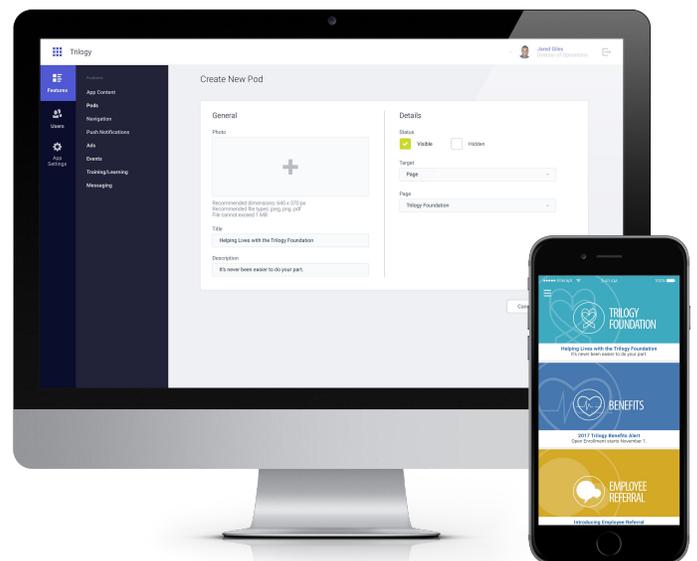
**Todd Schmiedeler** | Trilogly SVP, Foundation & Workforce Development

Interapt met with Trilogly leadership in HR and workforce development to discuss how Togglit could help them engage employees that were constantly on the move. Trilogly was realistic about employees spending time on their smartphones during working hours not because they were unproductive, but rather because smartphones have become our generation's primary means of communicating and connecting with the outside world. Recognizing this, Trilogly agreed to move forward with a new engagement strategy that capitalized on their workforce's mobile habits instead of fighting them.

First, we gathered intel on how Trilogly employees currently accessed HR services by talking with them about their smartphone habits and their ideal mobile experience. Next, we used this feedback to help Trilogly build a Togglit app that addressed their pain points and created the optimal mobile user experience for their workers to access HR services via smartphone, keeping in mind Trilogly's standards for "**easy, efficient, and effective**" solutions. Now Trilogly can communicate with all 15,000 of its employees spread across over 100 campuses and commit fewer resources and budget to older, less-effective means of engaging this vast and fragmented workforce—like flyers, information kiosks, and emails.

## SUCCESSFUL PARTNERSHIP RESULTS

- Togglit centralized Trilogly communications and updates on mobile devices to make important organizational messages easily accessible to everyone in the company, regardless of their role or location.
- Trilogly's HR team has reduced the time they spend manually fulfilling routine employee requests, such as payroll or benefits information.
- Togglit links with Trilogly's scheduling platform and ADP payroll services to facilitate communication and eliminate information blind spots, helping managers proactively address unexpected challenges



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