

# Case Study

## Meridian Title Corporation Selects iSolved to Simplify and Modernize HR Functions.

### At a Glance

#### Meridian Title Corporation

An independent real estate settlement service provider with 300 employees offering a full range of products and services to consumer and commercial clients. Seeking to simplify and modernize its outdated HR management system, the company set out to find an HCM system that offered a comprehensive solution to their problem. After an extensive search and review process, Meridian chose iSolved as the HCM platform best able to meet its needs.



### The Problem

Becky Ragsdale joined Meridian Title Corporation as Human Resources Director in 2017, when the company decided to expand the HR team in order to drive the people strategies of the organization's 300 employees. "I realized shortly after I started that our current HCM system did not have the right work flow processes in place for optimal efficiency and growth potential for the future", said Ragsdale. She also discovered "the overall level of service provided and cost of the current HCM system was not right. That's what motivated me to start looking for the new system."

### The Search Process

Ragsdale said her search for a new system was inspired in part by a cold call from an iSolved representative. "He asked if I would be interested in talking. I was already thinking about looking so I said 'Sure, why not.'" She met with him, then expanded her search. She mentioned that "the iSolved platform truly blew [her] away." Ragsdale used the demo with iSolved that she had early on as a comparison when reviewing other HCM platforms.

The search process took three to four months, but at the end, "iSolved just had all the solutions that we were looking for, from onboarding to recruitment to the applicant tracking, even with the future stuff that's coming, along with the education piece. Those were all the things that I had on my wish list," Ragsdale said.

### Why iSolved?

According to Ragsdale, three factors led to Meridian Title Corporation's selection of iSolved as the company's HCM system provider.

“The first thing would be the overall functionality of the system and what I believe it's going to be able to do for us and the efficiencies it's going to create. Second was the relationship that we formed and built with the iSolved representatives. They were fantastic to work with. And third were the cost savings that we're going to have.”

Once the system is in place, Ragsdale hopes to free up staff time to take on other, more strategic projects that are aligned to business outcomes. "Another thing I'm really looking forward to is the whole manager self-service capabilities. Our managers aren't really functioning as managers today, because HR is doing a lot of their stuff on the payroll side."

Meridian Title Corporation has committed to iSolved's comprehensive package with iSolved Hire. Ragsdale hopes to add Engage, and they are going to move all their background checks over to the company integrated with iSolved.

"I know iSolved is the right solution for us," Ragsdale said.