

isolved IRL:

# An Eye on Healthcare



[Geneva Eye Clinic](#) is a state-of-the-art comprehensive eye care center dedicated to rendering compassionate eye care for families located in the Illinois tri-city area. Their team is made up of 45 experienced ophthalmologists, optometrists, opticians and technicians offering patients the highest level of optical, specialty treatment and eye surgery procedures from routine eye care to complex eyesight issues.

In this IRL, Jojoy Schless, MWS, MSM, Director of Operations at Geneva Eye Clinic sits down with our Vice President of Brand and Customer Marketing, Amberly Dressler, and our Senior Advocacy and Marketing Manager, Paige LaFever, to discuss the impact isolved has had on the business.

## Here's what you missed:

Schless wears many hats outside of her title as Director of Operations at Geneva Eye Clinic. She oversees HR administration, marketing efforts, financials, office upkeep and overall office communication. When she joined the company in 2017, she had a few initial impressions of the inherited HCM solution, isolved.

"I felt the logic made since in terms of what we were looking to do," explained Schless. **"We found it very easy to use, which is one of the things that makes me the happiest."** She went on to describe how the fully built out, robust program has continued to modernize their HR experience with the intuitive nature of isolved.



**"I believe that a platform like this has the ability to make HR not as scary or as difficult as people assume it is going to be."**

Jojoy Schless, MWS, MSM, Director of Operations, Geneva Eye Clinic



Schless has spearheaded adding additional modules to Geneve Eye Clinic isolved platform. "HR is what keeps me up at night," she explained. "The HR handbooks, making sure people are getting paid on time, that their retirement funding is done accurately... those are things I worried about because I am not an HR professional. It's not in my wheelhouse. I wanted to get experts to help me and ensure that things were being done correctly."

Schless recalls how their 401(k) contributions used to be done manually, making deposits on every individual account. The anxiety of possibly typing errors and key stroke issues was too much for Schless to handle. By bringing isolved into this process, it strengthened the employee/employer relationship by decreasing errors and increasing trust. **"We don't second guess ourselves anymore. The manager, the employees and I are all in agreement that these are the true numbers. There is a sense of confidence in the product,"** said Schless.

"If there are efficiencies with a system we already have in place, why wouldn't we leverage that?" Schless explained when speaking of her experience with benefit enrollment. Before isolved stepped in to assist the Geneve Eye Clinic team, Schless handed out paper forms to each employee. The employee would then handwrite their information, and their dependents' information, into small, cramped boxes leaving Schless to translate this information to an excel file, send it to their benefit carrier and hope the information was correct.

By implementing isolved into the benefit process, the Geneva Eye Clinic team became more efficient, credible and was able automate everything, allowing Schless to divert her attention to more pressing admin asks.

Schless explained she initially received pushback from senior staff but credits isolved for happier employees. "Within the first year, we were available to help them navigate the system," said Schless. **"It is set up as a wizard and reduces people's anxiety. How the wizard and product is structured on isolved is really intuitive."**

**"My managers and I really love the customer service that we get. You can open a case on the phone electronically or have a phone call returned. That has been really important for us,"** explained Schless when asked to elaborate on her overall experience with isolved. **"isolved is the source of truth for us. I use the customer service folks as my assistant in many ways. They've always been wonderful."**

When asked why Schless would recommend isolved, this is what she had to say:

**"I believe that a platform like this has the ability to make HR not as scary or as difficult as people assume it is going to be. You want your HR products to be the first impression an employee gets whether that be the application process, or the benefits open enrollment process. It takes a lot of burden from our shoulders. It is ramped up for the larger organizations and it is simple to use for the smaller organizations. I have a full team of HR experts supporting me when it's just me."**

[Watch the full IRL here.](#)



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