

Prioritizing Employees

“Thank goodness for Wise. We knew right away we could call them or email them and in a heartbeat they would be on our case, working with us to get it solved. It is phenomenal how much I have learned and how much better our system is because of their experience and knowledge. They listen to us and understand what our needs are and how we need the system to work. It has made us a more efficient company. We could not do the things we’ve done without Wise.”

Chrissy Jenkins, SHRM-CP
Supervisor, HRIS
Shentel

For Shentel, it began with the System Utilization Review. Chrissy Jenkins, SHRM-CP and HRIS Supervisor, knew that their Dayforce software held the power to transform Shentel’s HCM and payroll experience and increase employee satisfaction. However, she recognized that several unique business requirements would make getting best use from the software tricky. They would need experienced help in setting up the system to achieve optimal results. Jenkins performed due diligence to review consulting options and chose Wise because, ‘Wise offered more bandwidth and a wider range of consultants with experience to help in all the ways we wanted to make progress. So we got signed on with Wise and right off the bat I pushed to complete the System Utilization Review.’”

Through the review process, Jenkins gained insight quickly into what needed immediate attention. Wise consultants helped reconfigure the general ledger, helped to implement the Onboarding module, produced custom reports, completed imports for a huge re-titling project, and gave an assist with their massive capital labor initiative.

Jenkins also leveraged Wise assistance in setting up Shentel’s open enrollment benefits file feeds to both make it an easier process to change the feeds and to access reports.

Then came the pandemic. “When COVID-19 hit, we wanted to provide our employees with supplemental pay, and expanded leave, plus allow them to work from home if they could. Wise helped us figure it all out for our hourly and salaried workers within a couple of weeks. It was a huge deal for the employees to see the company taking care of them like this,” says Jenkins.

“I think the self-service that our employees have now is invaluable. They can submit their tax forms, print their W-2s and go in and change their benefits and deposits. When they need something done, it can get done. It has had a huge impact on the whole company that we are better able to use the system.”



SHENTEL[®]

Always connected to you

Shenandoah Telecommunications Company
“Shentel” - A Diversified Telecommunications
Holding Company

- Founded in 1902
- Headquartered in Edinburg, VA
- 860 Employees & Growing
- Residential & Business Services