

## CASE STUDY

# How Vertex Service Partners Enhances Employee Experiences and Lifecycle Management with Hire2Retire

## Situation

The residential construction industry often faces significant challenges related to employee retention, which can disrupt service continuity and increase customer dissatisfaction. To address these challenges, Alpine Investors, a private equity firm launched Vertex Service Partners in 2023 as a premier group of residential home services brands that aspire to improve the service experience for both employees and customers alike.

Vertex Service Partners helps its member companies to be the best employer and service provider in their community by providing them with a wide range of quality resources like technology, expertise, and marketing. Based in San Francisco, California, it aims to build a world-class ecosystem of leading residential service providers across the United States through its dedicated workforce, people-first philosophy, and growing network of partner companies.

## Struggles & Pains

As Vertex endeavored to be the 'partner of choice' for employers, homeowners, and job seekers in this field, the organization recognized the need to automate its employee lifecycle management and identity provisioning processes to fully realize its growth potential. This need arose in response to increased operational inefficiencies associated with manually updating employee data in the Entra Identity System and managing access to necessary rights and privileges for over 500 employees. New hires often had to wait for the IT team to provide them with the necessary resources, while terminated employees retained access to the company's rights and licenses. To address these employee lifecycle challenges, Vertex Service Partners turned to RoboMQ, the leading integration platform as a service.

### Industry

Construction

### Company size

400-500 Employees

### Implemented solution

ADP to Entra ID

### Customer

Vertex Service Partners

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### Resolution

RoboMQ implemented Hire2Retire as a no-code employee lifecycle automation solution for Vertex Service Partners. Hire2Retire not only integrated employee data between ADP and Entra ID but also automated role-based access and privileges for each employee through a simple workflow.

Hire2Retire integration allows Vertex Service Partners to:

- Streamline employee lifecycle changes efficiently by accurately updating data in AD in real-time.
- Ensure a superior "First Day at Work" experience for new hires by timely provisioning necessary access rights and privileges.
- Protect data from unauthorized access by terminated employees.
- Free its IT team from time-consuming manual integration processes and focus on core issues.

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### About RoboMQ

RoboMQ accelerates digital transformation to create a competitive advantage using the best-of-the-breed SaaS, cloud, on-premises apps, and IoT. Its Pre-packaged integration solutions (PIPs), Connect iPaaS, and Hybrid Integration Platform (HIP) provides intuitive, UX-based API and data integration for the line of business and technology users.

