



WORKBOX STAFFING, LLC

Case Study

No. Of Employees: **2,000**

Headquarters: **Grand Rapids, MI**

Industry: **Staffing**



THE CHALLENGE

Workbox was managing unemployment claims in-house in 2016 and was looking to outsource the service to create efficiencies internally. In evaluating potential options, Workbox wanted a vendor who was a true partner, could understand their business model, and was able to scale with Workbox as they grow in the future.

Additionally, Workbox needed an alternative to the large credit agencies, who were treating Unemployment Cost Management as a commodity as opposed to a white glove service.



Cormac Fox
Chief Knowledge Officer

HRlogics leverages technology to alleviate our administrative burden by responding to unemployment claims timely and accurately to ensure that we are compliant with the UI Integrity Act. Their process also audits and subsequently removes erroneous benefit charges assigned to our accounts, thus reducing our overall tax liability.

THE RESULTS

From Risk to Measurable Impact

Engagement Period: **Three-year partnership with HRlogics (2023–2025)**

95.9% Protestable unemployment claims successfully won

\$5.5 M Prevented in potential unemployment liability

Benefit Charge Audits & Recoveries:

- **Identified over \$500,000 in erroneous unemployment benefit charges**
- **Protested all identified errors and obtained state confirmation of issued credits**
- **Delivered measurable savings directly to Workbox's bottom line**

State Unemployment Tax Optimization:

- **Achieved year-over-year reductions in state unemployment tax rates**
- **Realized total estimated tax savings of \$104,565 over the 2023–2025 period**



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