

From Manual Reporting to Advanced Analytics:

How Three Oaks Hospice Unlocked Deeper Workforce Insights with PeopleInsight + ADP Workforce Now®

Overview: From Complex Data to Clarity

Three Oaks Hospice, a fast-growing provider in the hospice care industry, expanded rapidly following a merger that increased employee size from 800 to 1,400. To support its growth and provide meaningful workforce insights to leadership, Three Oaks partnered with **PeopleInsight by HireRoad**, an ADP Marketplace Partner, to build advanced analytics on top of ADP Workforce Now®.

The Challenge: Manual Reporting & Limited Context

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Gaps in Customization

Standard reporting in ADP Workforce Now® provided basic metrics but lacked the flexibility to reflect the organization's unique workforce, such as distinguishing between full-time staff and PRN employees.

As a result, manual data manipulation was often required for Three Oaks to effectively analyze and report on their ADP data in a way that made sense for their business.
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Manual Reporting

Quarterly board reporting previously required a full week of manual work in Excel, consuming valuable HR leadership time. The manual data manipulation would then result in human error, with simple rounding errors throwing off numbers and leaving HR feeling uncertain about their data.

Three Oaks was considering hiring an HRIS analyst to manage and build these reports to alleviate these challenges.

The Solution: PeopleInsight + ADP Workforce Now®

The team implemented PeopleInsight by HireRoad to streamline and optimize their reporting, as a lower-cost alternative to hiring a full-time analyst. PeopleInsight is a people analytics solution provider found in the ADP Marketplace, that fully integrates with ADP Workforce Now® and Workforce Now® Next Gen® to seamlessly transform Three Oaks' ADP Workforce Now® data and unlock access to automated, customizable dashboards designed to answer their most pressing workforce questions.

The team integrated both HR and Talent Acquisition data from ADP Workforce Now® into PeopleInsight.

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The PeopleInsight team immediately understood what we were looking for. They just said 'Give us the data, we'll connect it and make sure that it's validated and that it's really capturing the insights you want to see.'



Ken Fernandez
VP of HR, Three Oaks Hospice

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- Key Features Deployed:**
- ✓ **Automated dashboards** built to mirror quarterly and monthly board report requests
 - ✓ **Flexible, trended workforce data breakdowns** by region, location, job title, and more.
 - ✓ **Deep-dive analytics and AI-powered insights** into factors driving early turnover, a critical pain point for the hospice industry

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I've always had to manipulate my ADP data to get what I need. **With PeopleInsight, they take what we've got in ADP and they listen to what we need.** I don't want to have to manipulate the data. I should just be able to say 'This is what we need, and we need it at our fingertips at all times.' PeopleInsight delivers that.

— **Ken Fernandez** VP of HR, Three Oaks Hospice

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The Impact: Empowering the Business with Instant Insights

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Time Savings

Four weeks of manual reporting work eliminated annually, through automating quarterly board reports.
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Executive Alignment

Reports now include clear, visual dashboards that highlight workforce trends, enhancing board-level conversations.
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Headcount Savings

Automation **removed the need to hire an additional HRIS analyst** to manage and manipulate the data.
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Decentralized Analytics

Regional VPs can access metrics directly, fostering data-driven discussions without relying solely on HR.

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The analytics were eye-opening. Instead of just reporting turnover, we could finally diagnose the root cause and take action.

— **Ken Fernandez** VP of HR, Three Oaks Hospice

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Looking Ahead

Three Oaks Hospice continues to expand its use of PeopleInsight to empower leaders across the organization. By reducing manual reporting and uncovering actionable insights, the HR team is demonstrating the strategic value of people data - all while building on the trusted foundation of ADP Workforce Now®.

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My advice to other ADP customers? Look for resources that remove manual processes. It's a time saver that helps HR prove its value to the business and support growth.

— **Ken Fernandez** VP of HR, Three Oaks Hospice

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