

Mini Case Study: Riverside Employee Benefits, LLC



“Mineral had been recommended to us by another broker and after the first meeting, we knew it was the right solution and we’ve been using Mineral ever since. Mineral is a great resource we provide for our clients, and it saves us and our clients time and money and reduces risk – period.”

—Paul Desilet Jr., President, Riverside Employee Benefits, LLC

Challenges

Needed to overcome the following challenges when choosing Mineral:

- Enhance their role as trusted advisor to clients
- Deliver comprehensive solutions to clients
- Differentiate services from competitors
- Engage new prospects
- Create cross-sell opportunities
- Increase retention
- Enhance efficiency of serving clients
- Scale agency HR consulting practice

Use Case

Rates the following Mineral capabilities as **best in class**:

- ability to educate clients to stay ahead of risk
- comprehensive HR and compliance content library
- handbook creation tool
- live access to certified HR professionals

Gives the following Mineral solutions **5 stars out of 5** by the value it provides in differentiating them from competitors:

- Smart Employee Handbook: 5 stars
- HR Compliance Library: 5 stars
- Learn: 5 stars
- Mineral Experts: 5 stars
- Workplace Harassment Prevention: 5 stars
- Workplace Safety: 5 stars

Results

Realized the following benefits with Mineral:

- Increased competitive differentiation through the sales process
- Improved client relationships and engagement
- Increased client retention
- Increased service model efficiencies
- Decreased service time to answer HR and compliance questions for clients

Since implementing Mineral, Riverside Employee Benefits:

- Rated the time savings and efficiencies created for their organization as **significant**
- Saw a return on their investment in **less than 3 months**

Company Profile

Company:
Riverside Employee Benefits, LLC

Company Size:
Small Business

Industry:
Insurance

About Mineral

Trusted by more than 500,000 companies, Mineral is the HR and compliance leader for growing businesses. Mineral's proactive solutions take the guesswork out of HR and compliance, giving clients peace of mind. The company combines data, technology, and human expertise to drive innovation and personalized guidance. Mineral's network of partnerships has enabled it to build the largest HR community in the U.S. Mineral was formerly known as the combined entity of ThinkHR and Mammoth. For more information, visit trustmineral.com.

Learn More:

[Mineral](#)

Source: Paul Desilet Jr., President, Riverside Employee Benefits, LLC

This case study of Riverside Employee Benefits, LLC is based on a December 2020 survey of Mineral customers by TechValidate, a 3rd-party research service.

Research by **TechValidate**
by SurveyMonkey