

# DAHL CASE STUDY



## COMPANY OVERVIEW

A nationally recognized organization in the Medicare enrollment space faced one of the most complex challenges in the industry: supporting a massive influx of customers during a short, high pressure enrollment window. Their success depended on the ability to scale a fully remote workforce rapidly, efficiently, and compliantly often hiring hundreds of seasonal employees at once. They needed a partner capable of moving quickly, communicating clearly, and managing the kind of operational detail that could easily overwhelm internal teams.

## HIRING CHALLENGES

The organization's seasonal model introduced several major challenges: they needed to onboard hundreds of employees within weeks while ensuring strict compliance, including background checks and clearances for every worker. Internal approvals spanned multiple departments, creating bottlenecks, and their nationally dispersed contractor workforce required tight coordination and accurate time and attendance tracking. Their previous workforce strategy partner lacked the customization and visibility they needed, and internal teams didn't have the bandwidth to manage high-volume communications or employee relations. Adding to the complexity, newly adopted AI tools significantly reduced their seasonal workforce needs from 1,000 employees to fewer than 400 requiring a more agile onboarding approach that didn't yet exist. That's when they turned to Dahl Consulting (DAHL) for support.

### Solution Overview

**What began as a request for onboarding support evolved into a full-scale operational partnership built on clarity, responsiveness, and structure.**



### High-Volume, High Speed Onboarding

DAHL designed and executed an onboarding process that could accommodate more than 400 remote workers at once — ensuring every background check, clearance, and compliance step was complete before the season began.



### Clean, Consistent Communication

Because approvals spanned HR, IT, operations, and leadership, DAHL established a communication structure that kept every stakeholder informed and aligned. No guessing. No bottlenecks. Just clarity.



### Technology Enablement

DAHL implemented VMS technology (APRU) to streamline two major issues—tracking attendance for remote call center workers and automating invoicing. What once required manual effort was handled seamlessly in one system.



### Dedicated Account Management

A single account manager served as the central point of contact a translator, organizer, and advocate making sure the client always knew what was happening and what was needed next.



## WORKFORCE SOLUTIONS

Our partnership evolved into a comprehensive workforce strategy. We established a high-volume onboarding framework capable of supporting more than 400 remote hires simultaneously. Vendor Management System (VMS) technology was implemented to automate attendance tracking and invoicing, eliminating manual processes and improving accuracy. A dedicated account manager ensured consistent communication and rapid issue resolution, while additional consultant support provided scalable assistance during peak season. Together, these elements formed a repeatable, dependable seasonal playbook.

## KEY RESULTS

Due to DAHL's direct involvement and expertise with volume workforce solutions, including Employer of Record (EOR) payrolling, the organization experienced measurable improvements across its operations by the end of the season. DAHL enabled hundreds of employees to be onboarded quickly and compliantly while significantly reducing internal workload. Accuracy improved through DAHL's customized reporting and documentation, and timekeeping and invoicing became more efficient through the technology they implemented. DAHL's experienced Account Management team also strengthened alignment across the company's internal teams and helped establish a reliable, scalable seasonal framework for future cycles. Most importantly, with DAHL's support, the client completed its busiest season with fewer delays, fewer surprises, and dramatically less operational strain.

## KEY POINTS

**Strategic onboarding evolved into a full workforce operations partnership**



**Technology and structured communication improved efficiency and accuracy**



**A scalable seasonal playbook now supports continuous improvement**

