



Client: Bear River Mutual Insurance
Products: Performance Pro and Compease
Number of Employees: 92
Sector: Insurance



Bear River Mutual Insurance Company was established in 1909 to bring farmers in the Garland, UT area an affordable insurance option. Today they're 92 employees strong and based in Murray, UT. The company writes personal auto, homeowners, fire and umbrella coverage and is the state's largest Utah-based auto and home insurance company.

The Situation

For a long time Bear River Mutual Insurance Company conducted performance appraisals and compensation planning the old-fashioned way – by hand. Human Resource Director Nancee Arnovick explains, "Our appraisals were in written form. Our manager would receive a sheet with questions and they'd have to handwrite the answers. Plus, there was a form for recommendations on salaries. Performance appraisal and salary planning were administered by individual managers. The system was very subjective."

Bear River Mutual Insurance Company's management team and human resource department started looking for a better, more efficient way to evaluate employees performance and determine fair and equitable compensation. They were looking for a program that:

- Was manageable, thorough and easy to use
- Enables a more objective appraisal and compensation process
- Simplifies goal setting and measures progress
- Motivates and retains top performers
- Offered consistent structure throughout the company

The Solution

When it came time to find a viable solution for their employee performance appraisal and compensation needs, Bear River Mutual Insurance Company had looked at several options. HRN Performance Solutions is the only company they went into depth with. "We developed a good relationship with HRN. We were impressed with the staff and then the product, so we didn't venture out beyond that," says Nancee.

Once Bear River Mutual Insurance Company decided on HRN Performance and its Performance Pro and Compease programs, there was one major task it had to accomplish – rewrite all of its job descriptions to make sure they were consistent. To aid its efforts, the insurance company established a compensation committee that included its CEO Don Adams, its senior executives and its human resource department. The committee, working with HRN consultants and utilizing Compease data established salary ranges based on job title, responsibilities etc. to keep a consistency across the company.

Performance Pro and Compease implementation went smoothly for everyone at Bear River Mutual Insurance Company. Nancee states, "We were impressed with the programs. They gave us good information and structure, streamlining our review process, including how we administered and tracked everything. The system was as clean as anything we'd seen, putting a lot of structure to this entire HR function in an automated way. It gave us more objective and less subjective outcomes than what we had before."

The Results

Bear River Mutual Insurance Company has been successfully utilizing HRN's programs since 2002. It enabled the company to describe the appraisal process to their employees and document job descriptions and objectives, and establish industry specific, market-driven compensation levels. It's now a part of their process and culture, making it easier and more effective to plan and manage employee performance, development and compensation administration.

"Employees who had been with the company for a long time, soon realized that the HRN system provided a fair approach and that they had a chance to be a part of the process. Everyone settled in very quickly," describes Nancee.

"Both programs are really good tools for us. They give us a lot of feedback and a mechanism to administer salary and performance appraisals in a very systematic way. It's an organized, consistent system and has everything our managers need as far as promotion, discipline, setting goals and managing employees – it's all there."

HRN Performance Solutions
802 East Winchester Street, Suite 200
Salt Lake City, UT 84107-7533
801.747.1170
www.hrnonline.com
E-mail: info@hrnonline.com

HRN Performance Solutions, the HRN logo, and Performance Pro are trademarks of HRN Performance Solutions. All other company and product names may be trademarks of their respective owners. The information contained herein is subject to change without notice.

Copyright © 2013 HRN Performance Solutions. All rights reserved.