



CASE STUDY

SPREADSHIRT

Flexible software, dedicated service helps growing company.

Spreadshirt's story is a lot like the products it produces; unique, fun and constantly evolving.

Founded in 2002, Spreadshirt set out to change what people wear by introducing an online platform that lets anyone easily create and print their design on over 150 different products. The idea quickly caught on, increasing overall sales and transforming Spreadshirt from a small, online retailer to a major global player in custom apparel, shipping over 3 million products worldwide each year.

As the company continued to grow and evolve, one thing remained the same, its commitment to a people-first culture. From employee events to flexible scheduling, Spreadshirt made it clear that regardless of size, the needs of its staff would always come first.

Eventually though, the company's overall growth began presenting problems when it came to managing employee schedules and corresponding payroll. So, in late 2012, Spreadshirt began

searching for a new partner to help with its HR needs.

More than just handling a workforce of up to 500 total employees, Spreadshirt's new partner would also need to be able to accommodate its unique shift

also need to be configured to properly recognize the difference between shifts to correctly identify those that did and did not qualify for the added compensation.

Because of its unique scheduling and corresponding payroll process,



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U.S. Human Resources Director

differential scheduling system that, unlike a traditional 9-5 schedule, pays employees more when working nights, weekends or both. Knowing that this additional pay is only available for employer-scheduled shifts and not flexible, self-scheduling, the system would

Spreadshirt was having trouble finding a partner to meet its needs.

That is, until the company found Sentric.



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“Since we’ve had a real issue with vendors promising one thing and then delivering another, we were very focused on finding a partner who could do exactly what they proposed and back it up with excellent customer service,” said Laura Platt, Spreadshirt’s human resources director for the U.S. “We got that with Sentric.”

Taking a consultative approach, Sentric was able to assess the needs, wants and major pain points experienced by Spreadshirt before presenting its cloud-based solution, SentricWorkforce.

Offering Time and Labor Management, Payroll, Performance and Employee Self-Service, as well as dedicated customer service, SentricWorkforce has been able to easily handle Spreadshirt’s needs.

In addition, its robust reporting capabilities have also helped Spreadshirt quickly develop and send reports – from 401K to employee incentives – to its corporate offices in Germany.

“SentricWorkforce has made my job easier because it actually works,” explains Platt. “We no longer have to consider adding staff just to manage our vendor because I’m confident in the product. And, in the rare instance that I do run into an issue, I know that I can pick up the phone and actually speak to our CSR, Christy, who will get me what I need. No waiting on hold, no shuffling from person-to-person and, more importantly, no miscommunications.”

“I just really like working with Sentric,” explains Platt. “Everyone there is top-notch.”



SALES

70,000 active sellers
in 19 markets

INVENTORY

150 Products
& more than 1 million designs



DISTRIBUTION

3 million products
shipped worldwide every year



“The bottom line with us is that we always want to stick with the people who treat us well. We go for personality and service above everything else and have made a great connection with the entire Sentric team.”

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