

SuccessStories

Isernhagen Work Systems wholeheartedly gave me the **support and confidence** I needed to start a company that could provide onsite services for local customers, and eventually provide services for Swift Transportation.

Jacqueline Gilliam
ONSITE ADVANTAGE



WorkWell Referral Triples Business Growth for Therapist

In June 1999, **Jacqueline Gilliam** discovered a market niche for occupational wellness. In the rural area of Tennessee where she lives, many clients were driving long distances for functional capacity evaluations. Jacqueline believed that a more personal approach was needed—one that would also allow her to work directly with the referral source. “Most of the competitors set up shop, and then required clients to drive as much as an hour for an FCE. I felt that a mobile approach—where I travel to the client—would work better,” Jacqueline states. Because Jacqueline already had extensive experience with Isernhagen Work Systems (IWS) and knew first-hand the quality of its programs, she purchased IWS programs, formed OnSite Advantage, and began business.

By 2003, Jacqueline had built a substantial client base in the area around her office, providing ergonomic training classes, functional capacity evaluations, and prework screens. That’s when Isernhagen contacted her with a significant new business opportunity. **Swift Transportation**, a national trucking company, had contracted with WorkWell to develop prework screens that would measure a new driver applicant’s ability to handle the physical demands of truck driving. By identifying potential hires that are physically unable to handle the rigors of truck driving, Swift could reduce on-the-job injuries and workers’ compensation costs—which average around \$32,000 per injury. WorkWell needed a qualified, professional partner with the skills and personality to handle a big job—and Jacqueline filled the bill.

“At first I was a little reluctant to take on such a large client—anticipated volume for Memphis was 100 screens per week! But IWS had confidence in me, and I had confidence in them,” explains Jacqueline. “Practically overnight, I needed to hire ten contract employees and train them in the IWS prework screen process for Swift. At the same time, I had to assist Swift with the equipment and room layout so that we could handle the large volume of applicants. IWS helped at every stage with consultation on design, equipment, room layouts, and work flows. My team couldn’t have gotten started without them.”

The result is a highly efficient screening facility on-site at Swift’s hub in Memphis. Jacqueline now travels to the Swift facility twice a week, and her business screens as many as 700 applicants per month. “This has allowed my business to triple in revenue! Working with Swift has also given me the opportunity to share the cost saving benefits of prework screening with other customers of mine.” Since not all driving jobs have the same physical requirements, IWS developed specific tests for each of the different driving job profiles. The result is a dramatic 30-50% drop in new driver injury rates—depending on the time frame and types of injuries measured.

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WorkWell Referral Triples Business Growth for Therapist continued

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Jacqueline takes every test personally; she realizes that legal issues are always present, and more importantly, the health of each potential employee is at stake. “Every time I see a Swift truck on the road, I get a great feeling—knowing that our team has done its best to make sure the driver is well-suited for the job. Before we started these screens, Swift applicants only had to meet the minimum DOT requirements. No formal job matching of the applicant’s physical abilities with the job requirements was done. Unfortunately, because some applicants were not physically suited for the rigors of truck driving, the applicants were at risk for future injuries, which cost Swift thousands of dollars. Now, we catch this situation before the applicant is hired and both sides come out ahead.”

Jacqueline also praises the tremendous support and professionalism of IWS. Her confidence in the IWS programs has prompted her to continue to build her business locally and provide injury prevention services. *“All of the IWS programs fit together so well, you can really offer your customers and clients a complete injury prevention package. IWS doesn’t just sell you a program and then leave you out on your own; I always know that if I need something, they’ll be there to help me out.”*

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