

Batting 1.000

Streamlining HR Operations and Compliance with an MLB Organization



About the Organization

A Major League Baseball team, based out of the Midwest, has been a staple in professional baseball for over a century. With a commitment to excellence on the field and community engagement, they've made waves in both baseball and their community due to their team's investment in organization culture.

Stepping Up to the Plate: The Challenge

With a relatively small HR team (only four people), this department bears the brunt of a lot through the calendar year. While navigating their local club's HR responsibilities, they also employ 350+ full-time staff members across various locations and affiliate clubs nationwide. This diverse workforce necessitates an HR team that is well-versed in both the organization's unique needs and the distinctive rhythms of baseball.

Their busiest time is during the baseball offseason, from December through February, as they hire new staff for the upcoming season, including interns, full-time employees, and game day staff. With the busy hiring seasons and regular background checks, the HR team noticed a lot of time wasted – especially when automations and integrations were available.



Pitching a Perfect (and Compliant) Game: The Solution

After getting tired of the time wasted doing manual data entry, employee & new hire data not being shared across their systems, and having to rectify the errors that come with the tedious & duplicative work during hiring and onboarding, the team approached their HRIS to find a better solution.

Streamlining Screening

The first recommendation from their HRIS was Mitratesch AssureHire, a tech-enabled background screening solution. They highlighted the significant benefits of using Mitratesch, particularly for handling seasonal hires.

Now, they can easily upload spreadsheets containing information for numerous individuals and initiate bulk background checks, saving a substantial amount of time compared to their previous manual process.

“The ability to bulk upload has saved weeks of time for our team. It used to be copy paste, copy paste, copy paste. Now, we upload the information, get the checks back, and check them off. It’s been great!” – Talent Acquisition Manager

This feature became even more critical for them because during the COVID-19 pandemic when they hired approximately 800-900 seasonal employees, they initiated all checks manually.

“We needed something that was integrated with our HRIS, not as hands on, and automated.”

– Talent Acquisition Manager

Automating HR Processes

“Because so many in our staff are not local, Tracker I-9 has been a game changer.”

– Talent Acquisition Manager

Next in the lineup for improvement was streamlining and automating the onboarding of their new hires, so they decided to adopt Mitratesch’s Form I-9 compliance solution.

HR professionals know the pain and risk of manual Form I-9s all too well. It’s not uncommon to have a line of employees at your door or a calendar full of scheduled meetings for ID verifications – this is exactly what the team wanted to avoid.

Getting the Win: The Results

“It’s been great, our team is happy, and we’re able to be there for the rest of our organization and the clubhouse when we need to.” – Talent Acquisition Manager

The HR team has saved weeks worth of time since integrating Mitratesch’s screening & I-9 compliance solutions, and their HRIS – something many teams would love to experience themselves. But success for their team extends further than the time and money they’ve saved.



Stealing Back Time

In a professional organization, there’s a lot to juggle – even outside the March through October baseball season. Rescreening employees, hiring interns, reverifications, onboarding new players, and other needs all crowd their small HR Team’s workflow and become barriers to making progress on needle-moving initiatives.

Anyone on a remote team can tell you how difficult it is to build a positive culture. Still, despite the nationwide team, they appreciate the family-like atmosphere and the continuity of employment among many staff members who have been with the organization for 25 to 30 years. This kind of culture takes proactive investment over long periods.

Whether it’s investing in their clubhouse culture or their community, “the time we get back makes it worth it.”



Cultivating a Culture of Giving Back

For over twenty years, this organization has used baseball and softball as vehicles to improve the lives of youth and their community.

And with these initiatives being driven by clubhouse members and players volunteering their own time, successful initiatives like this require HR teams to have the bandwidth and time to set the tone.

Whether it's food drives, clinics, or outreach events, they've built an organization with the workforce culture of giving back, which remains a high-priority for them throughout the year.



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- Talent Acquisition Manager



About Mitratesch

Mitratesch has a 35-year history as a leader in providing technology and services that empower organizations to manage risks, increase efficiency, control costs, and scale for the future.

The lines continue to blur across Legal & Claims, Risk & Compliance, and Human Resources (HR)— and Mitratesch is the trusted partner in driving clarity and collaboration across all these functions with cloud-based, automation-driven solutions.

Scalable, flexible, and highly configurable by design, Mitratesch's Governance, Risk and Compliance suite offers end-to-end, top-to-bottom risk and compliance management capabilities, spanning policy management, enterprise risk management, data privacy, AI governance, third-party risk management, and more.

Whether organizations are just starting to implement GRC processes or looking to deploy next-generation programs across their full enterprise, Mitratesch simplifies the process with cross-industry applications, convenient out-of-the-box templates, and relevant analytics to empower data-driven business outcomes.

Mitratesch serves over 20,000 organizations worldwide, spanning more than 160 countries.

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MITRATESCH

info@mitratesch.com

www.mitratesch.com