

Knight Transportation

Ensuring Accuracy for and Communicating with a Distributed Workforce



Company Overview

Knight Transportation is part of Knight-Swift Transportation Holdings, one of North America's largest and most diversified freight transportation companies. Knight offers a wide variety of truckload services that are adaptable, flexible, and customizable. Publicly traded, Knight provides multiple truckload transportation and logistics services, as well as LTL services.

Location: Phoenix, Arizona

Industry: Trucking and Logistics

Employees: 5,000



"I was impressed with Engage's ability to target communications throughout open enrollment. We could just target the folks who were still pending enrollment completion. The fact that I could set it and forget it and only have it target the folks who were showing incomplete status was very beneficial."

-Director of Benefits, Knight Transportation

Get in touch

The Challenge

Knight Transportation, a leading provider of transportation services in the U.S., had been using Selerix for a number of years when it decided to switch to an “all-in-one” payroll/benefits/HRIS SaaS provider. The provider ultimately proved to not be able to deliver on the promises of a comprehensive system.

Particularly challenging in the relationship with the provider was Knight’s comprehensive wellness program. The wellness program encourages employee health, and includes employee surcharges for tobacco use and certain cholesterol and BMI levels, among others. The results of regular biometric testing impact the addition or removal of the employee surcharges. The custom fields required in the software to account for these surcharges proved to be a challenge to the provider’s system.

The software was difficult to use and inflexible, and service levels fell way short of what Selerix had offered. When their contract with the provider ended, Knight contacted Selerix and restarted their relationship.

The Solution

Understanding the importance of the wellness program, Selerix worked with Knight to develop a benefits solution that smoothly integrated the surcharges with the payroll system. The goal was for Knight to have the best of both worlds – maintain its existing benefits and wellness program, while having a simple-to-use, integrated benefits platform.

Additionally, Knight wanted the flexibility for additional customization by its HR team, as well as improved service levels when inevitable questions and concerns arose.



The Result

The solution was a success. Knight is able to continue its wellness program and confidently ensure that the data flows seamlessly between Selerix and Knight’s new payroll and HRIS provider. The Knight HR team is able to easily make adjustments within the system as needed.

Knight appreciates the one-to-one service provided by Selerix. With no call centers, ticketing system, or chatbots to work with, Knight personnel are able to contact the Selerix Client Service team directly to handle any questions or concerns. Plus, Knight employees, from the Phoenix Support Center to terminals to drivers, have found the Selerix software platform simple to use.

Engage, Selerix’s workforce communications platform, has proven to be a valuable resource to Knight and its nationwide workforce. The company uses Engage to meet a wide range of communication objectives, including new hires, open enrollment, flexible spending, employee stock ownership plan, and more. For example, during open enrollment, Knight uses Engage to communicate only with employees who have not completed enrollment. Their Director of Benefits especially liked the ability to “set it and forget it,” allowing the system to automatically communicate with specific employee groups, avoiding manual processes.

In addition to benefits administration and workforce engagement, Knight uses Selerix for ACA services. With multiple EINs, ACA can often be a challenge, but Selerix has delivered on these challenges with its integrated benefits and ACA solution.

Get in touch