

CUSTOMER SUCCESS STORY

How ReEmployAbility Scales a Mission-Driven Program with DocumentsCorePack & AttachmentExtractor



Empowering Recovery and Community Through Innovation

ReEmployAbility is the **largest return-to-work provider in the US workers' compensation industry**. When employees are injured at work and can no longer perform their regular duties, many employers are unable to offer suitable alternative work. ReEmployAbility fills this gap by placing injured workers in temporary assignments at local nonprofit organizations, close to their homes and aligned with their physical restrictions.

As Abby explains, *"When someone is hurt at work and they can't perform their normal job duties, a lot of employers don't have alternative work for them. Our company steps in and finds a suitable assignment at a local nonprofit near their home where they can work within their physical restrictions while they recover."*

This approach delivers value across the entire ecosystem. Injured workers maintain a healthy routine and earn a full paycheck, insurance carriers are able to close claims faster, employers benefit from reduced workers' compensation costs and higher employee retention, and nonprofits receive much-needed support in their communities. Abby describes it as *"a win-win program that has a beautifully positive ripple effect on everyone involved during what is usually a terrible situation."*



reemployability.com



>85 employees



Return-to-Work Services

From First Project to Long-Term Partnership



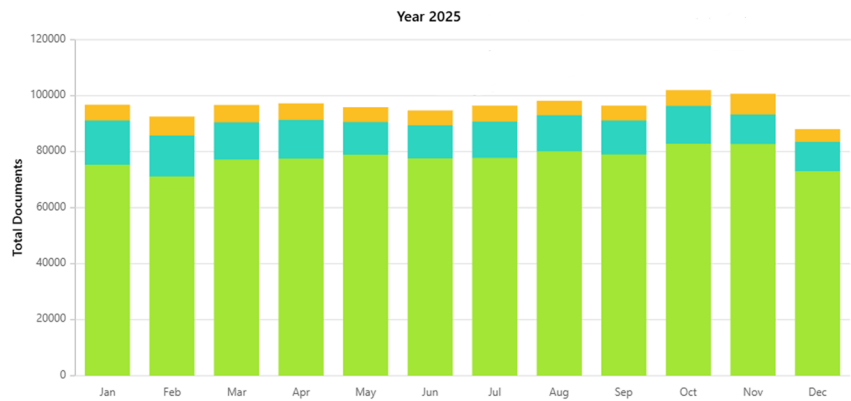
ReEmployAbility's partnership with mscrm-addons.com dates back to **2010** and began during the implementation of Microsoft Dynamics CRM 4.0.

Abby recalls that working on document templates with the mscrm-addons.com support team *"was actually my first big project. It's what helped me learn Dynamics, and it was the first technical support team I ever worked with professionally."*

What started as a technical collaboration has since grown into a **long-term partnership** supporting some of ReEmployAbility's most critical business processes.

Scaling with Smart Document Automation

Document generation is a cornerstone of ReEmployAbility's service, creating **over 1 million documents every year**. Each injured worker case involves multiple parties, including employers, insurance carriers, nonprofits, and regulatory bodies, often with state-specific requirements. According to Abby, *"All of these different variances require a really smart tool for documents that can include and exclude certain statements, or even full documents, depending on who's involved and where the injury occurred."*



Before DocumentsCorePack, this complexity was handled manually. Employees had to decide which documents were required for each case and re-enter the same data multiple times. Abby notes that *"employees would manually decide which documents needed to be sent and then type all the details again into each document,"* adding that this approach *"was not sustainable once the program really started to take off."*

DocumentsCorePack was initially introduced to automate offer packets for injured workers, including official offer letters, nonprofit agreements, and time-tracking instructions. Over time, its use expanded far beyond that initial scope. Today, **every automated email at ReEmployAbility is generated using DocumentsCorePack**. Abby explains that *"the smart features, like conditional fields and templates within a template, give us much more control over content, format, and attachments, which significantly improves the customer experience."*

ReEmployAbility now uses **more than 300 active templates** covering offer packets, nonprofit instructions, client feedback reports, timecards, invoices, and all internal and external automated emails. This level of automation has enabled the company to support **consistent double-digit growth without increasing complexity for users**.

"The time-saving efficiencies have allowed us to expand seamlessly, and more importantly, DocumentsCorePack lets us reliably deliver on very complex requirements for multiple clients and state regulations."



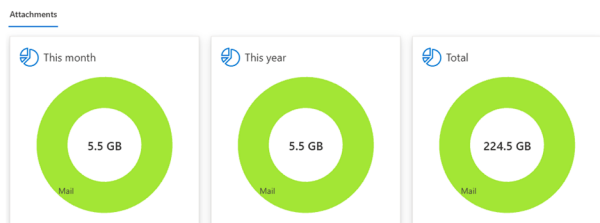
Abby Torres
Director of IT

By embedding logic directly into templates and triggering document generation from actions employees already take, the process becomes almost invisible. *"We build the logic into the automation,"* Abby says, *"so the documents and emails are just there when they need them."* Looking back, she highlights that automating decision-making and eliminating repetitive manual work *"has been the most impactful change for our team."*

Efficient Storage Management

With millions of documents generated each year and a high volume of tracked emails, file storage and cost control became a critical concern. Abby explains that *"we create a ton of documents that we're required to retain, so we needed a tool that allowed us to access files in the system but make it affordable."*





AttachmentExtractor addressed this challenge by automatically moving files to external storage while keeping them fully accessible within Dynamics.

From a user perspective, the change is seamless. “The biggest benefit,” Abby notes, “is that users aren’t even aware of it. They can still access documents instantly. It all happens behind the scenes.”

For administrators, the value is even more apparent. Once configured, it **requires minimal maintenance and delivers immediate cost savings**. Compared to custom-built alternatives, it also reduces operational overhead. “You can build flows yourself,” she explains, “but then you’re spending time and resources to maintain them. AttachmentExtractor is set it and forget it. It’s reliable, and if you ever need support, the team is great.”

“AttachmentExtractor’s biggest benefit is that users aren’t even aware of it. They can still access documents instantly. It all happens behind the scenes, and the time and cost savings are so significant that it essentially pays for itself over and over again.”

Reliable Support and Long-Term Value

Beyond the technology itself, ReEmployAbility places high value on strong partnerships and dependable support. Abby emphasizes that “smart tools, reliability, responsiveness, and a team that values their partners matter most to us.”

Support has been integral to the partnership from the very beginning. Abby recalls that she learned the structure of Dynamics by creating templates and relied heavily on the mscrm-addons.com support team to understand every detail. “They were incredibly easy to work with,” she says, “and they genuinely cared about making sure we could provide the best service to our customers.”

What continues to stand out is the depth of documentation and the ability to quickly reach the right experts. Abby points out that “the documentation, videos, and webinars are beautiful,” and adds that when questions arise, support can quickly involve developers to resolve issues. For a service-based organization like ReEmployAbility, this reliability is essential. “Everything we do is through calls, emails, and documents,” Abby explains. “Without reliable and consistent tools, it would be impossible to operate at the scale we do.”



“Every challenge has a solution. mscrm-addons.com provides tools that are easy to set up, easy to maintain, and bring incredible value to your processes. I’m just so grateful for the partnership and for the tools that have made our program better and my job easier.”

Abby Torres, Director of IT



START YOUR 14-DAYS FREE TRIAL!

All features and support included