Cove is a Washington D.C.-based startup that provides local business people with a network of neighborhood productivity spaces they can visit to get work done in a friendly and comfortable atmosphere. As a startup that launched in September 2013, cove has expanded rapidly throughout the D.C. area and into Boston, its second market, in just two years.

Adam Segal, cove's Founder and CEO, started cove to enable individuals to pursue and achieve whatever it is they need to, no matter when, where, and how they choose to do so by providing a network of convenient work locations.

His vision for cove is to facilitate a lifestyle that fits work into your way of life, particularly as the workforce is trending away from the traditional work week and office environment toward one of flexibility and self-empowerment.

The company now has 11 locations across two cities and approximately 90 full and part-time employees.

**BEFORE:**  
“Scaling and growth are exciting, but they bring new challenges.”

Rapid growth is exhilarating, but it presents a number of challenges with systems and processes often being created after they are needed. No one knows this better than cove Operations Lead Scout O'Beirne.

“As we scaled to more locations, we realized that the current scheduling software we were using was inefficient. We had difficulty getting all of our shifts covered and enabling employees to trade shifts without having to go entirely through management to achieve this,” O'Beirne said.

Before switching to Humanity, Cove used the appointment function in Google Calendar, a method that became less and less effective as the company grew and continued to add locations and new members to the team.

**AFTER:**  
“It's saving us hours and hours each week.”

According to O'Beirne, after switching to Humanity, scheduling became an easy, very streamlined process that no longer occupied a majority of each manager's time. They were once again able to focus on the many other, more important aspects of the job thanks to the fact that Humanity made it much easier to assign employees to shifts, arrange shift trades, and to track and calculate employee work hours.
Prior to Humanity, O’Beirne says that managers spent anywhere between four and five hours per week creating work schedules. That figure was practically cut in half with the introduction of Humanity to the equation.

So, what is that cove managers love most about Humanity? O’Beirne says that everyone is enamored with features such as autofill scheduling, easy shift trade requests, and the reporting options, which have vastly improved the entire payroll process.

Cove employees love Humanity because they are able to set their own availability and manage their schedules on the go. They also really appreciate the ease with which they are able to request shift trades.

THE RESULTS:

- Better communication and great transparency has made employees happier
- Managers spend 50% less time per week scheduling staff
- Company leaders spend less time managing staff and have more time to focus on innovation and growing the business

“Prior to Humanity, I spent anywhere from 4-5 hours per week creating the schedule, and now it takes approximately 2-3 hours per week—effectively cutting the time almost in half!”

Scout O’Beirne
Operations Lead