



## Case Study - Trident Seafoods

Revolutionizing Workforce Access: How Trident Seafoods Transformed HR Operations with SiteKiosk Online

## About Trident Seafoods

Trident Seafoods is one of the largest vertically integrated seafood companies in the United States. With operations spanning fishing vessels, processing plants, and distribution centers, Trident delivers high-quality wild-caught seafood products to customers around the globe.

Headquartered in Seattle, Washington, the company is committed to sustainable fishing practices, innovation in seafood processing, and supporting the well-being of its diverse and geographically distributed workforce.

## The Project

Trident Seafoods, a premier U.S. seafood company, has streamlined workforce management by deploying HR kiosks across its widespread locations using SiteKiosk Online, PROVISIO's cloud-based kiosk and digital signage solution.

This strategic implementation addresses key challenges in connecting employees across multiple processing plants and fishing vessels, ensuring seamless access to essential HR resources.

## The Challenge

Before implementing SiteKiosk Online, Trident Seafoods encountered several challenges in managing its human resources across a widely distributed workforce. Many employees - particularly those without dedicated workstations - had limited access to essential HR services. Communication of company policies and updates was often inefficient, leading to inconsistencies in information flow.

Additionally, critical processes such as leave requests and time tracking were still handled manually on paper, consuming valuable time and increasing the risk of errors. HR support across remote locations was inconsistent, making it difficult to ensure equal access to resources and assistance. Furthermore, employees lacked a centralized point of access to key HR platforms and training materials. Together, these issues underscored the urgent need for a more accessible, secure, and scalable HR solution.

## The Solution

Trident Seafoods partnered with PROVISIO to implement a network of HR kiosks powered by SiteKiosk Online across its facilities. This innovative solution introduced secure, user-friendly interfaces that allowed employees to easily access essential HR information and services.

The kiosks are centrally managed through a remote platform, giving administrators full control over all deployed devices. A customizable content management system enables company-wide communication and training delivery, while seamless integration with existing HR platforms - such as Cadient Talent and Dayforce - ensures smooth data flow.

In addition, the kiosks provide on-demand access to a comprehensive library of HR resources and training videos, making vital tools available to all employees, regardless of location.

## The Implementation

The deployment of SiteKiosk Online at Trident Seafoods was executed through a carefully planned and phased rollout strategy designed to ensure seamless adoption across the organization. The process began with the customization of the kiosk interface to align with Trident Seafoods' visual identity and specific HR service needs. This included tailoring the user interface to provide an intuitive experience while maintaining consistency with the company's internal systems and branding.

To ensure the protection of sensitive employee information, advanced security measures were implemented as part of the initial rollout. These included robust access controls, password protection, automatic session timeouts, and optional two-factor authentication, all designed to meet the company's stringent IT and data privacy standards.

Comprehensive training sessions were conducted for HR staff, focusing on the use of SiteKiosk's content management tools. These sessions enabled the HR team to create, schedule, and publish dynamic multimedia content - such as policy updates, training videos, and internal communications - directly to the kiosks, enhancing both engagement and transparency across the workforce.

The system was also seamlessly integrated with Trident Seafoods' existing HR infrastructure, including platforms like Cadient Talent for recruiting and onboarding, Dayforce for payroll and time tracking, and a range of digital training resources. This integration ensured that employees could access everything they needed from a single, centralized kiosk platform.

The rollout began in Trident's largest and most operationally critical processing plants, where the need for streamlined HR access was most urgent. Once these initial deployments proved successful, the kiosks were gradually expanded to smaller facilities and remote fishing vessels. This phased approach allowed the organization to gather feedback, make adjustments, and ensure technical stability before scaling the solution company-wide. As a result, the implementation was smooth, effective, and had an immediate impact on workforce connectivity and HR service delivery.



Figure: Trident Employee Kiosk Interface

## The Features

- **Seamless Recruitment & Development:** Employees can explore job opportunities and manage their professional growth through Cadient Talent.
- **Effortless HR Management:** Direct access to Dayforce allows employees to handle payroll, benefits, time tracking, and other HR tasks.
- **On-Demand Training:** A comprehensive library of training videos ensures employees stay informed on company policies, procedures, and skill development.
- **24/7 Accessibility:** Employees can access HR services anytime, even in remote locations.
- **Enhanced Employee Experience:** An intuitive, self-service interface has improved workforce engagement and satisfaction.
- **Operational Efficiency:** Eliminating paper-based processes has allowed HR teams to focus on strategic initiatives.
- **Improved Communication:** Real-time updates and digital signage have streamlined company-wide messaging.
- **Cost Savings:** Centralized management has reduced IT overhead and minimized HR travel expenses.

This implementation has modernized HR operations, ensuring Trident Seafoods' workforce stays connected, informed, and empowered.

## Ensuring Operational Security and Protecting Employee Data

SiteKiosk Online incorporates robust security features to ensure secure and compliant operations across all kiosk deployments. All kiosks are managed remotely through a centralized platform, enabling real-time monitoring, alerts, and swift issue resolution.

Security is further enhanced through alerts for potential system or data threats. Access is restricted through password protection, with optional two-factor authentication for additional security. To prevent unauthorized use, sessions automatically log out after periods of inactivity.

These measures ensure that Trident Seafoods' HR kiosks remain compliant with internal IT standards and safeguard employee data at all times.

## The Benefits

- **Expanded HR Access:** Employees at all locations, including remote sites, can now easily access essential HR services.
- **Boosted Employee Engagement:** Self-service kiosks have enhanced convenience, increasing satisfaction and interaction with HR resources.
- **Operational Efficiency:** Automation has streamlined HR processes, reducing administrative workload.
- **Stronger Communication & Training:** Real-time updates and multimedia training improve company-wide engagement.
- **Cost Reduction:** Centralized management and digital processes have cut expenses related to paperwork and HR support.

By embracing SiteKiosk Online, Trident Seafoods has modernized its HR operations, ensuring a seamless and efficient employee experience.

## The Advantages

- Centralized, secure access to HR resources
- Streamlined booking for rooms and vehicles
- Simplified HR administration and document access
- Time and cost savings through automation
- Secure sessions with password protection and auto logout
- Effective internal communication via digital signage

## The Perspective

The rollout of SiteKiosk Online HR kiosks has delivered tangible benefits across Trident Seafoods' operations. Employees at all locations, including remote sites, now have consistent and easy access to vital HR services. Engagement levels have increased thanks to the intuitive self-service functionality, which empowers employees to take ownership of their HR needs.

The automation of routine HR tasks has significantly reduced the administrative workload, making operations more efficient. Communication and training across the company have been strengthened through real-time updates and multimedia content.

Finally, the digital transformation has resulted in meaningful cost reductions, driven by the elimination of paper processes and more efficient resource allocation.

This case study highlights how U.S. companies can leverage technology to enhance HR service delivery and strengthen workforce connections across multiple locations. As businesses increasingly prioritize digital transformation in HR operations, solutions like SiteKiosk Online are setting the standard for more efficient, responsive, and employee-focused workplaces.



# Customer Experience

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