



Client Success Story

A SEAMLESS TRANSITION STARTS A LONG-TERM HRO PARTNERSHIP



Jacobson Consulting Applications, Inc. (JCA) delivers superior technical solutions to nonprofits throughout the country. However, when its previous professional employer organization (PEO) provider failed to deliver on its promises, JCA realized it needed a superior partner. That's when they turned to Alcott HR.

The challenge

JCA had been working with another PEO provider for a few years. However, following an acquisition, the quality of that PEO's services sharply declined.

- Employees were receiving the wrong amounts in their paychecks
- Management and staff were growing unhappy with the lack of personal service, as all calls were handled via an anonymous call center
- Productivity and morale diminished as frustration with the company mounted
- The former PEO provided an incorrect set of W-2 forms, which had to be reissued

With employees in multiple states, including New York, Pennsylvania, Maryland, Florida, South Carolina, Ohio, California and Oregon, JCA recognized the complexity of its human resource management needs.

"We found it difficult trying to keep up with the laws, regulations and workers' compensation compliance policies of the various states in which we had employees and were conducting business," said Steven G. Jacobson, the company's president.



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The solution

Seeking a PEO partner that could provide outstanding customer service, operational support and HR expertise, JCA interviewed several providers, including ADP and Insperity. They ultimately chose Alcott HR.

"It was the high-touch, personal care and great references that convinced us to go with Alcott," Jacobson said.

Alcott HR's implementation team ensured that all of JCA's employees were quickly and seamlessly transitioned from the previous PEO provider to our program.

"I wasn't sure if we were going to be able to make our first payroll," Jacobson said. "However, they did, sending our comfort level way up where it has remained."

Alcott HR also provided JCA and its employees direct access to experts in HR, payroll and benefits who could immediately address HR questions, concerns and issues, eliminating the need to contact a call center and deal with frustrating voice prompts.

"Now, when we call in, we are immediately put through to an HR professional who knows us and provides timely, accurate responses to our questions," Jacobson said

The benefits

By working with Alcott HR, JCA has been able to provide its employees with the level of support they deserve. At the same time, JCA's leadership team no longer has to worry about HR challenges or distractions getting in the way of servicing their customers.

"The fact that, when I ask, 'Are there any HR issues?' at our regular management meetings and I am met with silence... that is a good thing."

Alcott HR initially implemented our program in 2006, and JCA has been a satisfied client ever since.

How can Alcott HR help you overcome your challenges?

Alcott HR is a leading nationwide provider of HR outsourcing services. We help small businesses – like Jacobson Consulting Applications and yours – eliminate HR distractions, enhance compliance, control costs, improve recruiting and retention and grow.

Learn more at www.alcotthr.com.

