



# Customer Service Case Study

Midsized Engineering Firm

Produced & Distributed by G&A Partners



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*Time to grow.*

## Customer Service Case Study: Midsized Engineering Firm

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**Challenge:** When a midsized engineering firm had become frustrated with the poor customer service it was receiving from its PEO, the owner was ready to abandon the PEO model all together. The firm had been promised safety and risk services by the PEO, but when it came time to deliver, the PEO said that the firm wasn't paying a high enough premium to receive those services. The owner of the firm wanted to sever ties with the PEO immediately, but building an entire in-house HR department meant assuming more expense and more risk. The firm chose instead to find a new PEO.

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### Solution

After an intensive search, they selected G&A Partners. Understandably, the engineers wanted to avoid the service issues they had encountered with their previous PEO, so they established a lengthy checklist of rigorous performance criteria G&A would have to meet. G&A provided the firm with an extensive list of specific services to be rendered, a service level agreement, and a detailed performance matrix for each level of service.

### Outcome

Not only was G&A able to exceed the engineers' service expectations, but they also provided the firm access to our proprietary time and attendance software and assumed responsibility for their 401K. After just a short time with G&A, the firm was able to eliminate \$175,000 in costs and reassign their only HR expert (who before had spent much of her time overseeing, and often correcting, the prior PEO's work) to more strategic HR functions, like recruiting and employee relations. New technology allowed the firm to streamline its HR processes, which meant fewer mistakes and greater productivity. But perhaps the most pleasant and unexpected outcome was the peace of mind the firm's owner discovered when he was able to transfer the firm's 401K to G&A, along with his personal fiduciary responsibilities and risk.

Superior service, smarter processes, savings, greater productivity, and personal peace of mind – check!

## About G&A Partners

G&A Partners helps growing businesses by becoming their HR partner and helping them minimize costs, increase productivity and reduce risk. As experts in human resources, employee benefits, compliance and payroll, G&A takes on integral HR and administrative functions and relieves business owners of these responsibilities so they can focus their time, talent and energy on growing their business.

For more information visit [www.gnapartners.com/get-started](http://www.gnapartners.com/get-started) or call today at: (888) 909-7920.

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