

PRemployer Client Success Story

“Outsourcing Our Entire HR Department with PRemployer has Streamlined our Entire Business!”



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Executive Summary

Great professional employer organizations (PEO) provide you with the support you need for every aspect of personnel management and team growth, minimizing your costs and risks while increasing everything from efficiency through retention.

When “The Restaurant Group” first needed assistance over ten years ago, they began their partnership with

PREmployer and have since been able to successfully:

- ✓ **Align their HR systems with business objectives**
- ✓ **Build a cost-effective solution that both saves money while meeting all employee needs**
- ✓ **Find confidence in every aspect of human resource management, from payroll administration through legal compliance**



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The fast-paced world of food service is often associated with poor working conditions and high turnover, but “The Restaurant Group” knew that this would not be a good way to strive for long-term success. They sought assistance managing the details of employment such as payroll

administration, and began working with PREmployer in 2008. Since then, their relationship has evolving into a partnership to deliver employment conditions “The Restaurant Group” can be proud of, while also following all due diligence and regulations.

“Our HR systems are a billion times better than what they were...more organized, and better aligned with our business objectives”



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Challenges: A Deeper Look

Before partnering with PREmployer, “The Restaurant Group” faced every type of personnel management problem that plagues every small business—including limited budget and available manpower. This led to a deep fear of handling staff issues including terminations, discipline, and even promotions, and piles of disorganized papers scattered everywhere with great potential for critical document losses, mishandling, and even security breaches.

When “The Restaurant Group” unfortunately had to terminate two employees who had been with them for a very long time, PREmployer was there to help. From coaching through the entire situation

through navigating some difficult technicalities, PREmployer empowered “The Restaurant Group” to handle the situation as smoothly as possible.

Consider how easy it is to spend significant amounts of money on

attorney costs and other legal fees, and how rapidly that can accumulate with individual consultations on every HR issue that arises. Instead, PREmployer is available with the same level of quality advice, always accessible and far more cost-effective. Even though there is more cost upfront, over time,

all of PREmployer’s clients report saving money, both over the competition as well as over not hiring a PEO at all.

“The management training has also been a huge success. Our management staff knows now... not to proceed if PREmployer thinks there are too many unjustifiable risks.”

Another key challenge came with opening new locations. How could “The Restaurant Group” ensure that management operated in the same way across all locations? How could consistency be maintained in how issues are handled from one location to the next? How can you ensure that every decision made adheres to the long-term business goals of the company?

“PRe employer helped us develop an on-site recruiter position, found the candidate, and this person actually reports to the PRe employer VP of HR!”

The PRe employer Approach

PRe employer designed a customized solution to meet the needs of its client, “The Restaurant Group.”

With PRe employer’s support, “The Restaurant Group” now has a confident, proactive approach to preventing lawsuits by facing employee challenges head-on in a timely, well-documented manner.

Everything is done electronically, through carefully vetted and optimized systems that PRe employer implemented, saving “The Restaurant Group” all of the

hassle and time that would have had to go into researching, shopping for, and building out a tech solution. This gives “The Restaurant Group” access to

technology they otherwise would not have been able to afford, and helps onboarding go smoothly every time.

Because PRe employer handles all HR issues, it’s very easy for employees

to know where to turn for help, in turn making them more likely to seek it in the first place. Between management training and having a go-to resource to consult before making a decision,

“Our General Managers now have a go-to source for any HR advice they need.”

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PREmployer brings another layer of management consistency to the company. In turn, this helps everyone across all locations make more strategic HR decisions that serve the Group's long-term needs. PREmployer is a partner who is always available to serve.

“We realized that we didn't know nearly enough about HR practices, regulations, laws, etc to be able to handle those issues alone. PREmployer has provided us with that and we not only rely on their input, we also have tremendous confidence in the advice that we receive.”



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Results that Make a Difference

Perhaps what is most critical about PREmployer's approach is that it is truly a partner to their clients, not just a vendor. PREmployer is a reliable, go-to resource for any human resource need. Their one-stop shop model delivers human resource management, payroll services, benefits administration, risk management services, and even 24/7 HR advice.

"It is so nice to be able to trust in them and count on them to relieve some pressure from our lack of expertise in that area," says "The Restaurant Group."

Instead of worrying about HR, they can focus on what they set out to do: offer top-tier food and beverage services, excellent hospitality, and consistent business growth.

"I really view PREmployer as our partner, not our vendor. It is so nice to be able to trust in them and count on them to relieve some pressure"

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