

CLIENT STORY

IT Provider Realizes Leaving Insperity Was A Bad Idea

Headquarters: Las Vegas, Nevada | **Number of employees:** 29 | **Founded:** 2003

Dan Edwards started Pact-One Solutions out of his garage in Henderson, Nevada, in 2003. As a technology solutions provider in California and Nevada, Pact-One handles all aspects of a company's IT infrastructure including hardware and software management, connectivity, website management, maintenance renewals and IT consulting. Its goal is to be proactive in maintaining computer systems to maximize uptime and minimize frustration for businesses.



IN THE BEGINNING

What do you do when your company is growing by leaps and bounds and you just can't take on another thing? You look around for help – and sometimes it's help you didn't even know about.

"When I first started looking around, I didn't even know that what Insperity did existed," said Dan Edwards, CEO of Pact-One Solutions in Las Vegas. "We were growing like crazy and insurance rates were skyrocketing. The accounting person and I were doing everything ourselves, and I was looking for a solution."

Being a service provider himself, Dan knew there were benefits to letting a specialist handle certain elements of your business.

"You can't do it all yourself really well."

RELIEF IN MANY WAYS

When Dan signed on with Insperity in 2011, his immediate need was to make sense out of offering medical benefits to his employees across multiple states. With his workforce in California and Nevada, the state mandates were different, and he needed solutions that worked for both.

"It was a struggle with being in multiple states and trying to get decent pricing and decent health care plans that would match up," he said.

Insperity's depth of experience in multi-state HR compliance and ability to offer employees multiple health care options from a variety of insurance carriers were definite advantages to Pact-One Solutions.

Once his initial needs were met, Dan realized the true benefit of having a trusted advisor by his side – someone he could call with HR questions big and small.

"Being able to ask all the HR stuff without having to try to figure it all out on my own on Google was great," he said. "Like when you're hiring or letting someone go, or other employee issues – making sure we're doing everything the right way."

Having this service as part of his relationship with Insperity saved him money in other areas. Before Insperity, picking up the phone for HR advice meant he would be charged by the hour.

"We didn't have an outside company. If I had a question, I'd have to go to my attorney and pay him \$300 an hour to answer a question," Dan said.

THE GRASS WASN'T GREENER

Dan enjoyed the benefits of outsourcing his human resources – the time savings, the simplicity, the reduced liability – and his experience with Insperity had been good. But, now that he knew that a professional employer organization, or PEO, existed; he got to thinking about what else was out there.

“We decided that we wanted to try to save money, so we went to another PEO,” he said. “They weren’t all in. They had some of the HR stuff, but not all of it. The price was good, but the service was horrible.”

Because the other company wasn’t able to offer the kind of service and attention that Pact-One Solutions needed, Dan had to hire a human resource person – while also paying the other HR company. He was frustrated.

“I realized I wasn’t saving any money by doing that.”

At the time, his Insperity connection stayed in contact with him, letting him know that even though he wasn’t still a client, Insperity was interested in his company’s success.

“We kept talking, trying to figure out what I wanted,” Dan said.

After much frustration, analysis and soul-searching, Dan came to a conclusion.

He came back to Insperity and hasn’t looked back. Now, when it comes time to renew his contract with Insperity, Dan says he is more than ready – actually contacting the company before it comes due. And, he says he has no plans to jump ship again.

“I get calls from like 10 different PEOs across the country – right around the time of renewals, and I say, ‘Hey it’s too late – go away.’”

“I realized going with a quality company meant a lot more than going with somebody that would save me money and not do it right.”

- Dan Edwards, Pact-One Solutions

THE VALUE OF INSPERITY

Dan now has the peace of mind of knowing that he has someone he can reach out to for expertise and guidance – so he can sleep at night.

“The value is being able to have someone who knows HR inside and out.”

In addition, being able to have health coverage and other valuable benefits through Insperity-sponsored plans is important to him and his employees.

“It just makes it simple,” he said. “It did save me money over what I was doing before.”

Without Insperity, Dan said he would be “a lot more stressed.”

“I would have to figure out everything, somehow, from the HR side. You can get payroll anywhere and have it be somewhat successful. But being able to figure out all the HR – the rules, especially California – it just would be a nightmare.”

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