



Client Testimonial

Fichte, Endl & Elmer Eyecare

BACKGROUND

One of the New York's leaders in comprehensive eye care, Fichte, Endl & Elmer Eyecare (Fichte) located in Amherst and Niagara Falls, places a strong emphasis on providing its patients with the best possible care.

CHALLENGE

In order to maintain its high standards, the company knew that attracting and retaining high caliber employees required a strong Human Resources (HR) operation. According to Fichte Executive Administrator Sherry Wolffer, "We had a series of in-house people in the HR role, but none of them had the level of experience and expertise we required. To hire that person would have been cost prohibitive for our organization. That led us to consider HR outsourcing."

SOLUTION

After a year of assessing the HR outsourcing option, during which yet another HR person was hired and proved unqualified for Fichte's needs, the organization outsourced its HR operation to the Alcott HR Group. Alcott provides comprehensive HR services to Fichte which includes: payroll administration, employee benefits design and administration, tax administration and regulatory compliance. This enables Fichte's management team to focus on core-revenue producing functions while Alcott manages these areas and related risks. In addition, Alcott enables Fichte to provide its 60 employees, located in its two upstate New York locations, with a wide selection of benefits and many value-added offerings. They include: Employee Assistance Program, college tuition program, and discounts for mass transportation, shopping, travel and entertainment, gym memberships, etc.

BENEFITS

Fichte made its HR outsourcing decision approximately 18 months ago and Wolffer notes the decision was *absolutely the right one*.

"We have gained the benefit of Alcott's extensive knowledge, experience and support in what has become an increasingly more complex area," said Wolffer. "The company's staff is extremely responsive and accessible to us. Even when I think I may be asking them to do something outside the scope of their role, they rise to the occasion and help us out – whether it's creating a special report or helping solve a problem that arises."

She continued, "Having Alcott onboard certainly allows me to concentrate on other important areas. The company has been a great resource for our management team, problem solving and providing training in such areas as communications, performance reviews and other management concerns. From their perspective, our employees appreciate their extensive benefits and place a high value on the help they receive from Alcott, as well as the ability to access their benefit information online, on a 24/7 basis."

For companies hesitant to outsource their HR function, Wolffer has some words of encouragement. "While it is initially scary to enter a co-employer arrangement, in practice the relationship is completely seamless," noted Wolffer. "And, at the end of the day, you gain such peace of mind in knowing that a very critical, yet complicated area of operations is being handled by experts."

ABOUT ALCOTT

Alcott HR Group is a Professional Employer Organization (PEO), providing HR support and employer services to small and mid-sized organizations. Our clients are companies, which cannot justify having in-house HR staff or need an affordable and effective HR resource.

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— Sherry Wolffer
Executive Administrator
FE&E Eyecare