



# Client Testimonial

## Jacobson Consulting Applications

### BACKGROUND

Founded in 1988, Jacobson Consulting Applications, Inc. (JCA, [www.jcainc.com](http://www.jcainc.com)) is the nation's premier independent non-profit technology consulting firm for the non-profit sector with employees in eight different states. The Company has built its reputation by providing superior technical solutions designed to enhance the use of fundraising, membership, admissions/ticketing, visitor services and web-based systems for non-profit organizations.

### CHALLENGE

When recently deciding to seek out a service provider to manage its Human Resources, JCA's management understood and valued the concept of Professional Employer Organizations (PEO), as they had already been served by two PEOs.

The first experience was good, up until an acquisition took place sending service in a downward spiral. The acquisition led to every executive's worst nightmare as employee's were receiving the wrong amounts in their pay checks and being subjected to long waits on phone calls to an anonymous call center who often provided wrong information. For management, the final straw was when they received a set of incorrect W-2 forms which had to be reissued, in addition to other tax issues and the continued loss of productivity and employee complaints.

### SOLUTION

The organization first started using PEO services about four years ago to handle payroll and benefits administration, as well as tax and regulatory compliance. According to President and CEO Steven G. Jacobson, "At the time, we found it difficult trying to keep up with the laws, regulations and Worker's Compensation compliance policies of the various states in which we had employees and were conducting business." Those states include New York,

Pennsylvania, Maryland, Florida, South Carolina, Ohio, California and Oregon. He continued, "We could have hired someone to handle the area or set up an HR department. However, the sheer economics for our firm of 26 people pointed us in the direction of an HR outsourcing relationship with a PEO."

### BENEFITS

For JCA, the distractions and related costs prompted them to do a search for a new PEO. According to Mr. Jacobson, "We had heard about a firm out on Long Island that provided good, personalized service." JCA ultimately went on to interview that firm, Alcott HR Group, along with Administaff and ADP. For JCA, "It was the high touch, personal care and great references that convinced us to go with Alcott," added Mr. Jacobson.

JCA signed on with Alcott HR Group and was extremely impressed with how smoothly Alcott handled the transition and at how fast Alcott set up JCA's new program. "I wasn't sure if we were going to be able to make our first payroll," noted Mr. Jacobson, "however they did, sending our comfort level way up where it has remained. 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." Additionally, when asked what is the greatest benefit working with Alcott, Mr. Jacobson stated, "The fact that when I ask, *Are there any HR issues?* at our regular management meetings, I am met with silence, which is a good thing."

### 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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**— Steven G. Jacobson  
President & CEO, JCA**