



Client Testimonial

Universe Appliance Repairs, Inc.

“There comes a point where it is no longer feasible for a business to handle everything internally”

– Bill Powell, President
Universe Appliance Repair

BACKGROUND

If you asked Bill Powell, president of Universe Appliance Repair how his company has benefited from outsourcing, he would simply state, “Outsourcing has enabled us to take better care of our employees and our organization”. The full-service gas, heating, central air appliance repair firm, headquartered in Seaford, NY, currently outsources two areas of operations: marketing/advertising and employees benefits/HR services. A Professional Employer Organization (PEO) manages all of Universe’s employee payroll, benefits design and administration, tax and regulatory compliance and HR services. An advertising agency develops all of its marketing materials.

CHALLENGE

According to Mr. Powell, “There comes a point where it is no longer feasible for a business to handle everything internally. It becomes too time-consuming and often demands the skills and expertise of an expert”.

SOLUTION

When an organization begins to feel burdened by a non-revenue generating entity or acknowledges that they are unequipped to handle the tasks at hand, this is a good time when a company should consider outsourcing. Not only does it enable Management to focus on core revenue producing functions, it also places small businesses on a more equal footing with their larger competitors- whether through the more polished presentation created by an experienced ad agency or through the highly professional manner in which employee benefits & services are handled.

BENEFITS

According to Mr. Powell, both outsourcing partners have made Universe a more efficient, professional business and have helped position the company for greater growth and development. “The quality of our marketing has been enhanced significantly, which in turn has generated greater awareness of our organization within the markets we serve”, said Mr. Powell. “Equally important, the recognition has paved the way for an expansion of our services.”

Similarly, the PEO relationship has helped fuel Universe’s growth and prosperity. Mr. Powell and other members of his Management Team are now free to focus on their business instead of having to use their time to handle burdensome and complex employee administrative matters. In addition, Universe employees now have a much more attractive and broader benefits package than Universe could have not afforded on its own. Using a PEO, small businesses’ employees are pooled together so that economies of scale can be leverage in much the same way large employers do.

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.