

## Frustrated with their National PEO, Law Firm Switches to Extensis for Better HR Technology and Savings



### CHALLENGE

Small business owners often seek the assistance of a professional employer organization (PEO) when they are experiencing some of the common HR pains of a growing company: high HR administration costs, lackluster employee benefits, spending too much time on HR tasks, and dealing with the complexities of compliance.

But sometimes, a small employer chooses a PEO that ends up failing to meet the expectations of company leaders and their employees. This was the case for a New York law firm who had been working with a national PEO for a number of years.

But this firm grew tired of the high fees, poor customer service, and lack of transparency from their current PEO. That's when they decided to work with a broker to explore new potential PEO partners.

### EXTENSIS SOLUTION

After not having used a broker before, the law firm found a brokerage who could help find them the perfect PEO that would meet all their needs. The broker immediately reached out to Extensis, believing this PEO could provide everything the law firm was looking for in an HR partner.

Leaders from the law firm came away extremely impressed with Extensis' easy-to-use HR technology (HRCloud). They also appreciated the boutique and personalized approach from Extensis, which made the law firm "feel human again" and not just like another number as they felt with their previous PEO.

### RESULT

Ultimately, the law firm decided to switch to Extensis as their PEO partner, saving a significant amount compared to their previous provider. Their onboarding and activation experiences were extremely positive, which was a great start to this new partnership.

Leaders at the law firm also appreciated the broker-only sales model used by Extensis. In addition to gaining a new HR partner, they also added a trusted advisor in their benefits broker who can help them as the firm continues to grow.