

Achieving Continuity and Compliance Across Multiple States



Challenges

- ❌ Multi-state, distributed workforce
- ❌ Managing compliance demands

ExtensisHR Solutions

- ✅ Sophisticated HRIS software: HRCloud
- ✅ Compliance support and expertise
- ✅ Long-term HR planning and strategies

Results

- ✅ Streamlined new employee onboarding process
- ✅ Proactive approach to maintaining compliance
- ✅ Support and attention from a dedicated HR team



The Challenge

Headquartered in Europe with an office in Virginia and 100+ U.S.-based employees operating across 35 states, this company faced increasing complexity managing a distributed workforce while ensuring compliance with each state's tax and employment laws.

The Backstory

When an international video conferencing company acquired a smaller U.S.-based platform in 2017, the company needed a means of quickly consolidating HR management and ensure compliance with all federal, state, and local employment laws.

The Solution

The company's HR/Recruitment Manager discovered ExtensisHR's straightforward payroll processing and attentive follow-through stood out in dramatic contrast to the oversights, mistakes, and phone tree runaround she had experienced with past HR support providers.

In addition to payroll management, the company also worked with ExtensisHR for benefits renewals, a process they found much more advantageous than when working with previous benefits advisors.

The HR/Recruitment Manager explained, "Unlike other partners I've worked with in the past that sent us information a week before renewals were due, the team at ExtensisHR shared options and recommendations about three months before renewal. Before, we never had time to evaluate our options. ExtensisHR did all the legwork for us so far in advance, which put us in a much stronger position to make the best choice for our company."

ExtensisHR's powerful HRIS software also protected the company against costly compliance missteps. "Onboarding new hires is simple with ExtensisHR," explains the HR/Recruitment Manager. "I can add another state with a few clicks and the system automatically guides me through the steps. Every aspect of our onboarding complies with the laws in the employee's area. It's a huge relief to not have to worry if we're doing something wrong."

ExtensisHR's compliance experts also reached out proactively to inform the company of legislation updates affecting their organization, including the NYC Hero Act, which requires a comprehensive plan for protecting New York workers from airborne diseases. "These laws can get confusing very fast," explains the HR/Recruitment Manager.



"ExtensisHR lets us know exactly which laws apply to companies of our size, in our industry, in our locations. They guide us through required changes, which makes the process much easier."

ExtensisHR PEO Services Provided

End-to-end HR support and services from ExtensisHR helped streamline human resource management while ensuring the company remained compliant in every state. Services and support from ExtensisHR included:



Payroll



Tax reporting



Sophisticated HRIS software



Employee self-serve tools



Benefits administration



Employee training and development



Risk management



Compliance expertise

The Results

The proactive approach from ExtensisHR's payroll, benefits, and compliance managers enabled the company to instantly scale its HR department with seasoned experts. The company continued to grow without slowing down or risk of slipping into non-compliance.

“We could have brought on another in-house HR staff member, but there is no way we would have had access to this level of brainpower and expertise in a single employee,” the HR/ Recruitment Manager explained. “Knowing multiple people are supporting our HR efforts and keeping an eye on our company’s compliance lets our whole leadership team – in the U.S. and abroad – breathe much easier.”



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