

## How a Growing Fintech Company Quickly Achieved Quality, Comprehensive HR Services



### Challenges

- ❌ No in-house HR team
- ❌ Lack of knowledge of HR landscape
- ❌ No compliance support or access to experts

### ExtensisHR Solutions

- ✅ End-to-end HR management: payroll, benefit administration
- ✅ Advanced HRIS software
- ✅ Attentive service from ExtensisHR experts

### Results

- ✅ Straightforward onboarding process
- ✅ Long-term HR planning and strategies
- ✅ Company leadership able to direct more attention to business growth

# The Challenge

After emerging from incubation under a parent company, a fast-growing fintech company with 45+ employees across eight states needed to quickly implement a full-service HR solution.

## The Backstory

During its incubation period, this fintech company benefited from comprehensive human resource management services provided by its parent company. This support allowed company leaders to focus fully on scaling their business without the distraction of managing complex and time-intensive HR tasks.

However, once the company emerged from incubation, the absence of an internal HR department quickly became a critical challenge. Valuable time and resources were redirected from high-value business initiatives to handle HR operations, leaving the company vulnerable to compliance risks and operational inefficiencies.

Faced with mounting pressure, the company urgently needed to establish a reliable HR solution. Leaders debated whether to build an in-house HR team or partner with an external HR services provider. Compounding the challenge was the company's employee base—comprised of seasoned executives from Fortune 500 companies—requiring sophisticated and competitive benefits packages to attract and retain top-tier talent.

Leadership also encountered a common and risky dilemma: they “didn't know what they didn't know” about the complexities of HR management. For an emerging fintech business, this knowledge gap and the potential compliance exposure posed a significant threat to their success.

To maintain their growth trajectory, the company required an HR solution that minimized operational burden and risk, enabling leadership to stay focused on driving innovation and achieving their goals.



# The Solution

On the recommendation of an industry colleague, company leadership reached out to ExtensisHR who developed a tailored solution specifically for their organization’s unique needs.



A company leader explains,

“We weren’t educated in the world of human resources. We could articulate what we thought we needed, but it was extremely helpful to listen to HR experts inform us of what issues to consider and what type of HR services would be best for our company.”

## ExtensisHR PEO Services Provided

Partnering with ExtensisHR enabled company leadership to offload immediate and long-term tasks to experienced HR specialists. Our solution involved expert-delivered professional employer organization (PEO) services including:



**Payroll services**



**Taxes reporting**



**Risk management and compliance**



**Company policy development**



**Sophisticated benefits package development**



**Staff performance measurement tools**



**Business expansion plans**

## The Results

In the years since the company engaged in a PEO partnership, ExtensisHR has consistently exceeded expectations.

A hassle-free transition process guided by the professionals at ExtensisHR made onboarding straightforward for leadership and staff. The company hired a part-time in-house HR administrator to manage document traffic and handle payroll prep work, providing an added layer of HR support. ExtensisHR integrated seamlessly with the in-house personnel, establishing a strong working relationship guided by the company's workflow.

**A proactive approach from ExtensisHR not only ensured the coverage of day-to-day management of HR functions but helped company leadership set HR and recruiting goals they would have otherwise overlooked or deprioritized.**



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