



## Frustrated with their Big-Box PEO, Legal Firm Switches to ExtensisHR 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 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 legal firm who had been working with a big-box PEO for several years.

This firm grew tired of the high fees, poor customer service, and lack of transparency from their current PEO and decided to work with a broker to explore new potential PEO partners.

### Result

The legal firm ultimately chose ExtensisHR as their new PEO partner, experiencing significant time and cost savings compared to their former provider. The onboarding and implementation process was seamless and highly positive, setting a strong foundation for this new business relationship.

### ExtensisHR Solution

After operating without a broker, the legal firm decided to seek expert guidance to identify the ideal PEO for their needs. The broker quickly recommended ExtensisHR, confident in their ability to deliver exactly what the firm was seeking in an HR partner.

The legal firm's leadership was highly impressed with ExtensisHR's innovative and user-friendly HR technology, HRCloud. What stood out even more was ExtensisHR's boutique, personalized service model. One company leader remarked that working with ExtensisHR made the firm "feel human again" rather than just another number, as they had felt with their previous PEO provider.

Leaders at the firm also praised ExtensisHR's broker-friendly sales model, which not only introduced them to a new HR partner but also strengthened their relationship with a trusted benefits broker. Together, ExtensisHR and the broker are well-positioned to support the firm's continued growth.

Visit [www.extensishr.com](http://www.extensishr.com) or call us at 888-473-6398 to learn more.