

CASE STUDY

Hyde Leadership Charter School Finds the HR Partner It Deserves with ExtensisHR



Organization: Hyde Leadership Charter School

Industry: Education

Company Size: 70 employees

Location: Brooklyn, New York

Number of Locations: Two

CHALLENGE: Feeling invisible with a large PEO

As a small but growing organization, [Hyde Leadership Charter School](#) struggled with a lack of support from its previous large professional employer organization (PEO). Instead of feeling like a valued partner, the school often felt overlooked.

Customer service was a revolving door, and within one year, the school was assigned three different payroll representatives, causing staff to restart the trust-building process each time. Even worse, when calling with questions, they often received conflicting information from multiple representatives.

“It was clear that the larger PEO did not care about what our school needed. Their lack of attention to detail and disinterest in supporting smaller organizations like ours eroded any sense of trust or partnership,” said Mariana Payano, Human Resources Manager at Hyde Leadership Charter School.

Attempts to improve fell short

The Hyde team made multiple attempts to address the issues. They scheduled meetings, raised concerns, and outlined service gaps. While some improvements were seen temporarily, the problems quickly returned: lack of responsiveness, lack of consistency, and a lack of priority given to their needs.

Despite persistence, their large PEO couldn't sustain even a basic level of reliable service.

SOLUTION: A PEO that truly listens

The school knew it needed a partner that valued people as much as processes. After connecting with a group that evaluated PEO options, Hyde Leadership Charter School was introduced to ExtensisHR.

From the very first conversation, the difference was clear. ExtensisHR listened carefully, understood the school's challenges, and presented solutions tailored to their needs rather than forcing a one-size-fits-all model.

Choosing ExtensisHR quickly proved to be the best move for their organization.

Specific challenges addressed:






- Recruiting and retaining talent while competing against larger school networks
- Balancing robust employee benefits with limited budgets
- Integrating HR functions like payroll, compliance, recruitment, and professional development without overwhelming limited staff resources

“Unlike our previous PEO, who never visited our school or showed any investment, ExtensisHR has demonstrated time and again that they are a true partner who cares about our success,” she added.



RESULTS: Efficiency, care, and cost savings

Since partnering with ExtensisHR, Hyde Leadership Charter School has transformed its HR operations:

-  **Seamless integration of HR functions** across payroll, benefits, compliance, recruitment, training, and more
-  **Improved efficiency, communication, and accountability** through a centralized system
-  **Better tools and continuous improvements** with a more user-friendly platform
-  **Guided recruiting support** throughout the hiring process
-  **Reliable customer service** with timely, accurate, and thoughtful answers every time

With ExtensisHR, everything the school needs is now in one place.



“ExtensisHR has made my role as HR so much easier. Their SchoolCloud® solution and all-in-one hub for payroll, benefits, time and attendance, recruitment, leave of absence, and training and development, has saved me countless hours and reduced administrative stress,” said Mariana.



Most importantly, the customer service is unmatched. Staff now trust that their questions will be answered promptly and consistently, and leadership has peace of mind knowing they have a partner invested in their success.

“Beyond the tangible systems, the difference in customer service has been transformational, no more unanswered calls, no more conflicting information, no more being treated as though we didn’t matter. ExtensisHR has given us the reliability, care, and expertise we were searching for all along,” she concluded.

CONCLUSION: A true partner in growth

Hyde Leadership Charter School’s HR operations now run more smoothly, saving both time and money while gaining access to better tools, resources, and support. ExtensisHR’s personal attention, expertise, and reliability have helped the school finally find what it had been missing: an HR partner that truly cares about their people and their students.



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