



Robust Services Instill Confidence in Employees, Customers

C A S E S T U D Y

The Company

Masterpiece Lighting is a high-end showroom and supplier of retail lighting, architectural hardware and plumbing fixtures in Atlanta. The company reorganized in 2005, relocating to a new showroom and ready to tackle new challenges.

The Challenge

In an industry where everything begins to look the same, Masterpiece Lighting differentiates itself through relationship building with customers, and employee retention is crucial, because “if I lose an employee, I lose that book of business—so I lose both employee and customer,” says Dana Hunt, president.

In addition to ensuring that his employees received a robust benefits and compensation package, Hunt knew he needed help to ensure that the reorganization and the move were as seamless as possible. A business associate referred him to Administaff.

The Solution

“The transition was absolutely seamless,” Hunt says, “and when employees have confidence in their pay being on time, benefits issues being taken care of, state-of-the-art technology at their fingertips ...that kind of confidence is reflected towards the customer big time.

“What people buy from Masterpiece Lighting is ideas, and you don’t get ideas from people who are worried about health benefits and whether the sale they just kicked out will show up on their next paycheck or how their 401(k) is performing. Administaff is very visible to our employees, and it’s important for our employees to know they have someone to call if they need help. Being able to go online and check payroll issues and other conveniences instills confidence in them that we’ve aligned ourselves with a provider that’s seen as robust.”

The Value

“How do you place a value on being able to pick up the phone and get answers to questions that mitigate risk, liability or a workers’ compensation claim? There’s also the perception my employees have of the level of professionalism from Administaff, which bleeds over into how my customers perceive Masterpiece Lighting,” Hunt continues.

“Giving my employees tools, like the ability to go out on the Web and look at their 401(k) to see how those distributions are performing, or to pull their paystubs off the Web, or how quickly changes they make (to personal information) can be processed—well, I can’t imagine looking somewhere else in terms of my services (from Administaff).”

The Return on Investment

“If you’re operating a business, you’d better be strategic in your thinking. You’d better be innovative, and you’d better be fast. You better find out quickly what differentiates you from your competition, and that’s no longer just about the product, but about how it’s delivered. It’s about people.

“The distractions that Administaff takes off your plate, so you can focus on the important variables that drive your business, are immeasurable. We would not be where we are today as a company if it weren’t for Administaff. Very simply, they’ve given me the freedom to run my business,” Hunt concludes.

“The distractions that Administaff takes off your plate...are immeasurable.”

DANA HUNT,
President,
Masterpiece
Lighting

Administaff 

*Small business is good for America.
Administaff is good for small business.™*

www.administaff.com 800-465-3800

Administaff's Service Model

You receive comprehensive services and benefits through Administaff's Personnel Management SystemSM that offer you administrative relief, big company benefits, reduced liabilities and a systematic way to improve productivity.



Recruiting and Selection

Find and hire the highest-quality employees possible without the hassle.

- ✦ Applicant Review and Interviewing
- ✦ Wage and Salary Data
- ✦ Pre-Employment Background Checks
- ✦ Pre-Employment Testing
- ✦ Substance Abuse Prevention
- ✦ Administaff Talent Network

Performance Management

Achieve organizational goals by developing employee potential to increase job satisfaction and productivity.

- ✦ Performance Appraisals
- ✦ Compensation Plans
- ✦ Supervisor Coaching
- ✦ Job Descriptions
- ✦ Reward and Recognition

Training and Development

Achieve measurable, bottom-line results through training for more productive employees.

- ✦ Needs Analysis to Identify Areas for Performance Improvement
- ✦ Certified Provider of Continuing Education Units
- ✦ Leadership Development
- ✦ Learning Management System
- ✦ Business-focused Training Programs: Online and Instructor-led

Benefits Management

Access quality employee benefits for better employee recruitment and retention.

- ✦ Health Care: Medical, Dental and Vision
- ✦ Health Care Flexible Spending Account
- ✦ Retirement Services
- ✦ Employee Assistance and Work/Life Program
- ✦ Life Insurance: Term, Group and Dependent
- ✦ Disability Insurance: Short-Term, Long-Term and Voluntary
- ✦ Adoption Assistance
- ✦ Credit Union
- ✦ Educational Assistance
- ✦ 529 College Plan

Employment Administration

Improve your business focus by reducing the burden of employer-related paperwork.

- ✦ Payroll Processing
- ✦ Garnishments
- ✦ Employment Verification
- ✦ Time and Attendance Systems

Government Compliance

Reduce or eliminate fines and penalties by keeping pace with changing regulations.

- ✦ Government Compliance Reporting and Agency Interface
- ✦ Unemployment Claims Administration
- ✦ FICA, FUTA, SUTA
- ✦ Safety Services
- ✦ Drug-Free Policies and/or Administration
- ✦ EEOC Administration
- ✦ FLSA Audit

Employer Liability Management

Manage employer obligations and minimize risk by keeping up to date on liability issues.

- ✦ Workers' Compensation Plan Coverage and Claim Resolution
- ✦ Employment Practices Liability Insurance
- ✦ Safety Review
- ✦ Employee Handbooks
- ✦ Termination Assistance
- ✦ Employee Relations
- ✦ Substance Abuse Prevention
- ✦ Liability Management Training

Business Services

Achieve a more secure future through forward-focused resources critical to your success.

- ✦ Employee Service CenterSM Instant Online Infrastructure
- ✦ Client Network
- ✦ Employee Communications
- ✦ Insurance Procurement
- ✦ Strategic Alliances: Financial, Technical and Procurement

CORPORATE HEADQUARTERS

19001 Crescent Springs Drive
Houston, TX 77339-3802

800-465-3800 -or- www.administaff.com