



Administaff Helps Company Gain National Presence

C A S E S T U D Y

The Company

EMCO Technologies, headquartered in Baton Rouge, is one of the largest providers of PC desktop and network services in Louisiana and Texas. The company is committed to personalized customer service for each of their clients, while at the same time they intend to be on the leading edge of changes in technology.

The Challenge

In 2004, when Janice Pellar, president, learned that EMCO had been awarded a multimillion-dollar contract as a subcontractor to a prime contractor servicing a large federal agency, she knew she had to move incredibly fast. Because the prime contractor wanted EMCO to retain all of the existing contractors' employees, the company had to hire 185 employees within two weeks and another 50 in the 45 days after that. Pellar immediately called Administaff, which serves as EMCO's human resources (HR) department.

The Solution

Administaff assembled a customized client service team to help the company. "We got the official notice on a Tuesday," recalls Pellar. "By Wednesday, we were all on planes to different parts of the country. We had to complete all the paperwork, orientation, benefits enrollment and administration work for almost 200 people at 10 sites across the country. Within a week, all of our new employees had been through orientation with an Administaff team member. That kind of commitment and extra effort on Administaff's part made it possible for us to achieve this."

The Value

Pellar believes that EMCO's relationship with Administaff was instrumental in landing the three-year contract to supply desktop and network support, help desk assistance and

asset-management services. "In our bid specifications, we included information about Administaff, and I believe that gave us added credibility. Because of our relationship and Administaff's presence throughout the U.S., we could be national in scope."

Being able to show it could operate smoothly across state lines was key to the company's successful bid, Pellar says. EMCO needed payroll and tax identification numbers in each state as well as employee handbooks tailored to the differences in employment laws. "Administaff watches that for us, and that's a big relief," Pellar says.

The Return on Investment

In the time since EMCO won that first national contract, the company has seen more rapid growth. Pellar says the company's capacity and capabilities have a higher profile, and the company is pursuing more business in the federal contract market. "We now have a national presence," she says. "Administaff prepared us and gave us the tools to reap the benefits of this new market."

Administaff has also helped the company respond quickly to business opportunities when they arise. In the aftermath of Hurricane Katrina, EMCO pursued a significant FEMA contract. "If we had been bogged down with administrative matters, given our limited resources I'm not so sure we would have been able to act as quickly as we did," says Mike Lee, chief financial officer. "When opportunities like that come up, we're more flexible, and we can take advantage of them. That has a direct effect on the company's bottom line."

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JANICE PELLAR,
President

Administaff 

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

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 Resources
- ✦ 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 risks 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

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