



QUESTCO CASE STUDY

Apache Oil - Increasing the Bottom Line by Streamlining HR and Payroll Issues

The Problem

The high cost of dealing with HR, payroll, employee benefits, and worker's compensation can eat into your bottom line significantly. Not to mention the amount of time business owners spend dealing with non-revenue generating HR issues. This is a challenge that many businesses are facing today, and some don't even know it.

TIME

Apache Oil Company, a family-owned business in the fuel and oil distribution industry, faced such problems. Though they were always on the lookout for ways to improve their business, the HR department was overwhelmed. President Kenny Isbell admits that HR and employee benefits administration were two key areas that were a massive challenge.

Outsourcing to different vendors was not helping matters as the HR department had

to spend a lot of time dealing with each of them separately. They needed a way to consolidate and streamline the functions to spend less time coordinating with the multiple vendors on HR and payroll issues

MONEY

The company was spending a lot of money on the outsourced HR plans already in place. Money that owners could have spent on financing the company's long-term goals. The logical thing to do was look for a more cost-effective option to

handle some HR functions.

The employee benefits were not as great as the company would have liked, even after spending a large amount of money. This is always a problem for small and medium-sized businesses, as it is difficult to negotiate good deals with service providers.

The Resolution Process

"It made great sense to look at the Questco offering, to move our payroll and benefits over to them and outsource," says Isbell.

CUSTOMIZED SOLUTION

When Questco came into the picture, the first thing they did was take an in-depth look at the company to try and understand the problems. They wanted to know what the goals of Apache Oil were. Why were the systems already in place not working? It was only by understanding the company's needs that they could formulate the perfect plan.

Questco's flexibility allows them to solve problems on a case-by-case basis. After discussing the plan with the HR director and ironing out the kinks, it was time to implement the changes.

The Resolution Process

IMPLEMENTATION

Questco ensured they worked with the team at Apache Oil to make the change as seamless as possible.

“Questco came to us not only helping us to reduce our outsourced payroll and benefits costs, but they’ve been right there from the very beginning, from the implementation through everything else that we needed to deal with on a daily basis. So, for that I am truly grateful”, says Christina Alford, Apache’s HR Director.

“The ongoing support we get day-to-day is unparalleled,” says Kenny Isbell, further appreciating how crucial the team has been up to date.

SMOOTH RUNNING

Alford tells us that she was genuinely grateful for Questco’s assistance beyond the implementation phase. The team has worked continually with them to ensure the operations of the HR department continued running smoothly.

Since Questco consolidated most of their HR and payroll functions, they no longer have to deal with multiple vendors and can concentrate their efforts on growing their business. Apache now coordinates with Questco as a payroll service provider for all their numerous payroll issues.

The team at Questco specializes in HR matters, so it was a great relief to have someone knowledgeable handling policy and compliance issues.

The Results

Since Apache Oil Company began working with Questco, there has been a significant growth in its bottom line, easily attributed to several factors. For starters, they are now more focused on growing the business as they no longer have to worry about HR issues. Also, the time saved by outsourcing their HR functions to Questco is spent on income-generating tasks.

The employee benefits have significantly improved thanks to the partnership with Questco, while the payroll and worker's compensation processes have become more streamlined, easing the burden on the HR department. Many of the results for Apache Oil Company were immediate, as they were able to make huge savings simply by switching to Questco.

Contact Questco to Learn More

Get in touch with Questco today and discover how they can help your business thrive.

sales@questco.net | questco.net