



## CLIENT SUCCESS STORY: QUESTCO STREAMLINES CHEMPAK'S HR

# Questco Streamlines ChemPak's HR

ChemPak International is a family-owned and operated business that was founded in Houston, Texas, in 1989. Their mission is to provide the best customer service specific to each customer's needs in areas like warehousing, transportation, product distribution, chemical packaging, toll processing, and bulk and rail terminal service.

Over the last three decades, ChemPak has experienced substantial growth and success, expanding its business outside of Houston, Texas, and into four additional locations: Greenville, South Carolina, LaPorte, Indiana, Lester, Pennsylvania, and Pasadena, Texas. With the help of Questco, ChemPak will continue to grow in the coming decades.

### THE PROBLEM:

For ChemPak, quality of work and customer service has always been a priority. To provide the highest quality of both, ChemPak knew they would need a better way to ensure their workers are appropriately taken care of, so they could focus more on doing their jobs to the best of their ability and keeping clients happy.

In fact, **recent research** revealed that at least one in three customers are willing to leave a brand they love after just one bad experience, and 92% would completely abandon a company after two or three negative interactions.

To ensure employees were taken care of, so they could take care of clients, ChemPak needed a better HR solution that was affordable. This meant they needed a full HR and payroll partner that could strategically work beside them to get HR in order without disrupting business.

## THE RESOLUTION PROCESS:

The process starts, first and foremost, with Questco learning more about ChemPak's goals, followed by working alongside them to ensure those goals are achieved and their HR problems are resolved.

*"Questco is here to truly assist organizations in meeting their goals," Brandon Hartsaw, Questco's COO, stated. "And we want to do so by understanding where they are, and where they want to go."*



Eric Baud, ChemPak International's Senior VP of Operations and Production, added that "if I don't have the answer, they're going to go ahead and find the answer for me."

This was significant since ChemPak needed to continue focusing on the important components of their everyday chemical processing business. Having Questco to lean on for HR solutions meant work wasn't disrupted while the problem was resolved.

Another important step in the resolution process was outsourcing tasks that often required workers to extend themselves beyond a healthy work-life balance. By making ChemPak

employees' life easier, Questco was also able to improve productivity and efficiency.

*"Questco does all the extra stuff — W2s and payroll," Eliseo Salgado, ChemPak International's General Manager, explained.*




*"They handle it, and it makes our life easier."*

## THE RESULTS

ChemPak has been able to keep prioritizing their customer service and quality of work so that their chemical processing business can continue to be at the top of their industry.

Employees have been well-taken care of by HR and ChemPak, allowing ChemPak International to reach their HR goals by prioritizing more important tasks while outsourcing responsibilities that are often time-consuming and tedious.

*“Questco brought the problems that we were having to a conclusion,” Gregory Lyons, ChemPak’s President and CEO, said. “The check-writing part — they’re perfect at that. They do a great job on the payroll. For the many years that we’ve been with them, It’s been flawless.”*



*"The relationship with Questco started several years ago now," Baud added. "With Questco, we were able to really be able to process all the work that was put out when it came to payroll, in a much faster way."*

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