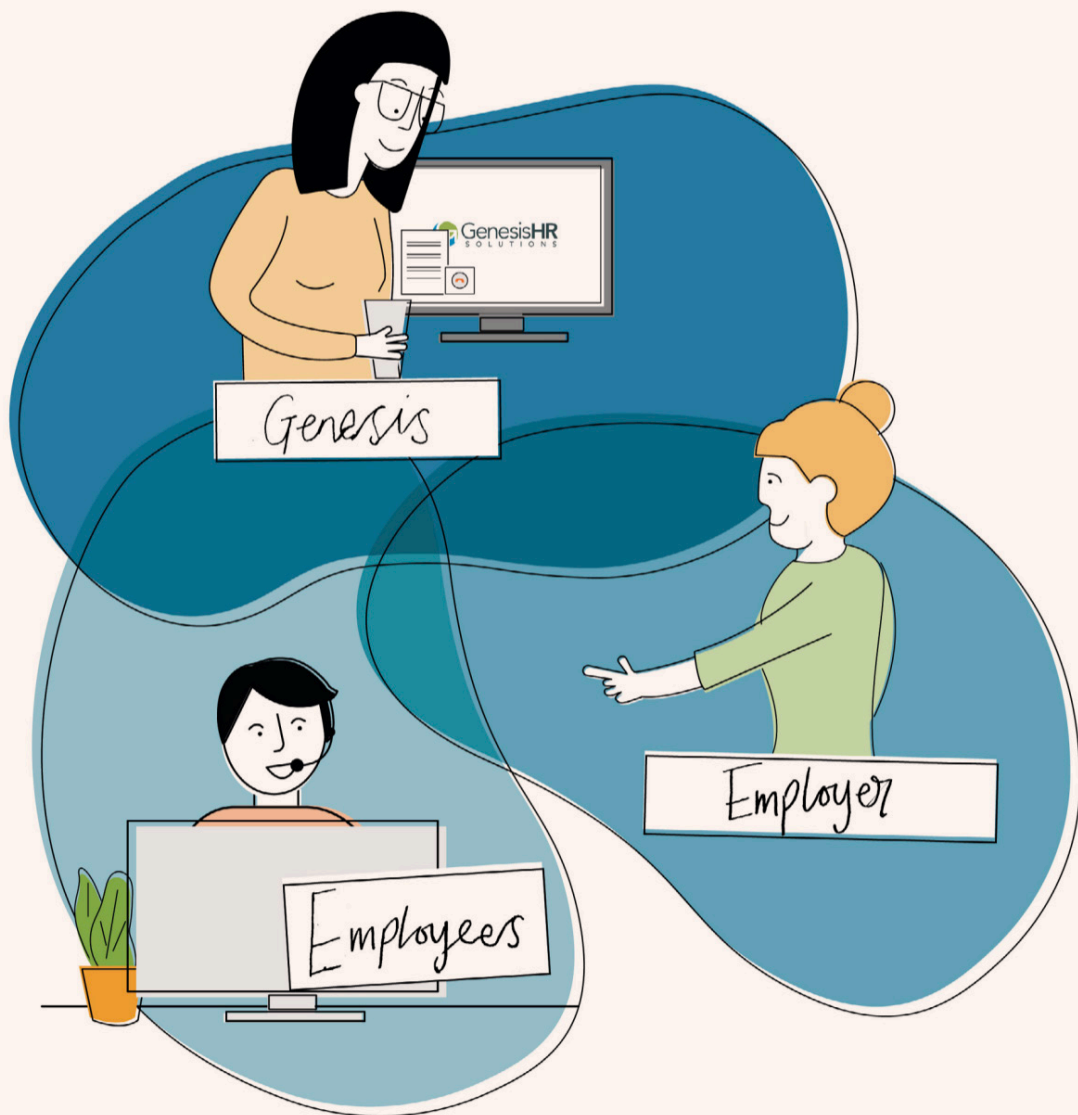


A CHECKLIST

# Picking The Right PEO Company For Your Business



# Introduction

You're overwhelmed by HR administrative tasks that are persistent, complex, and headache-inducing. You don't have time to take care of all these tasks on your own (nor does your already established team), so you're considering outsourcing to a Professional Employer Organization, or PEO.

But where do you start?!

Picking the right PEO for your business can feel overwhelming—you're investing a lot of money (and trust) into the PEO you choose, so you want to make sure you choose wisely. To guide you through the decision-making process, we've created a printable list of questions to ask each of your potential partners that will help narrow down your choices.

*Finding the right PEO company can be critical to your success—and as New England's premier PEO for small to midsize businesses, we at GenesisHR know a thing or two about what the best PEOs have to offer. We'd be honored to be added to your list of prospective PEOs!*



## □ What are your employees' credentials?

You wouldn't trust your luxury vehicle to a first-time mechanic, and you wouldn't hand your newborn baby to an inexperienced babysitter. So why would you place your company in the hands of a PEO whose employees don't have the expertise to navigate all your HR challenges? Make note of every employee's specialties so you can make sure the company has all aspects of human resources covered. Ask about their competencies in benefits, payroll, compliance, and regulations, and even the number of years they've worked in HR.

Each of these areas has professional designations that can be obtained through organizations like SHRM. These designations will also indicate to you that the PEO company you're investigating knows what they're doing. At GenesisHR, we earn our clients' trust by bringing to the table competencies and designations from various professional organizations under the HR umbrella, including [The Employer Services Assurance Corporation \(ESAC\) accreditation](#).

## □ What is your company's experience level?

Beyond looking at individual credentials, you'll also want to identify the experience level of the PEO company as a whole.

- How long has the PEO been in business?
- What is the average tenure of their staff?
- How long do clients stay with the PEO?
- Does the company provide references and testimonials?

## Are you a [Certified PEO \(CPEO\)](#)?

IRS-designated CPEOs are held to very strict financial reporting requirements. They must file their taxes accurately and on time, and manage their business finances well (so the business remains healthy and won't disappear overnight). CPEO designation is difficult to earn: **Of 900 PEOs in the industry, fewer than 10 percent hold CPEO designation.** [GenesisHR is proud to be among the 84 firms nationwide that were included in the first wave of approvals for Certified PEOs.](#)

## How well will the PEO company meet the needs of your organization?

An often-heard complaint from customers of large PEO companies is that their calls don't get answered in a timely manner, or they get pushed into an anonymous 800-number calling service. When you're dealing with employee benefits and HR needs, responsiveness and customer service should never be compromised.

To make sure the PEO company you're interviewing is proactive about meeting its clients' needs, ask the following questions:

- Is there a service level agreement?
- What can I expect with regard to you returning phone calls and emails?
- Do you have a dedicated team for customer service?
- If a dedicated team, then is there a back-up when not available?
- Do I have a dedicated team and my employees call an 800#?

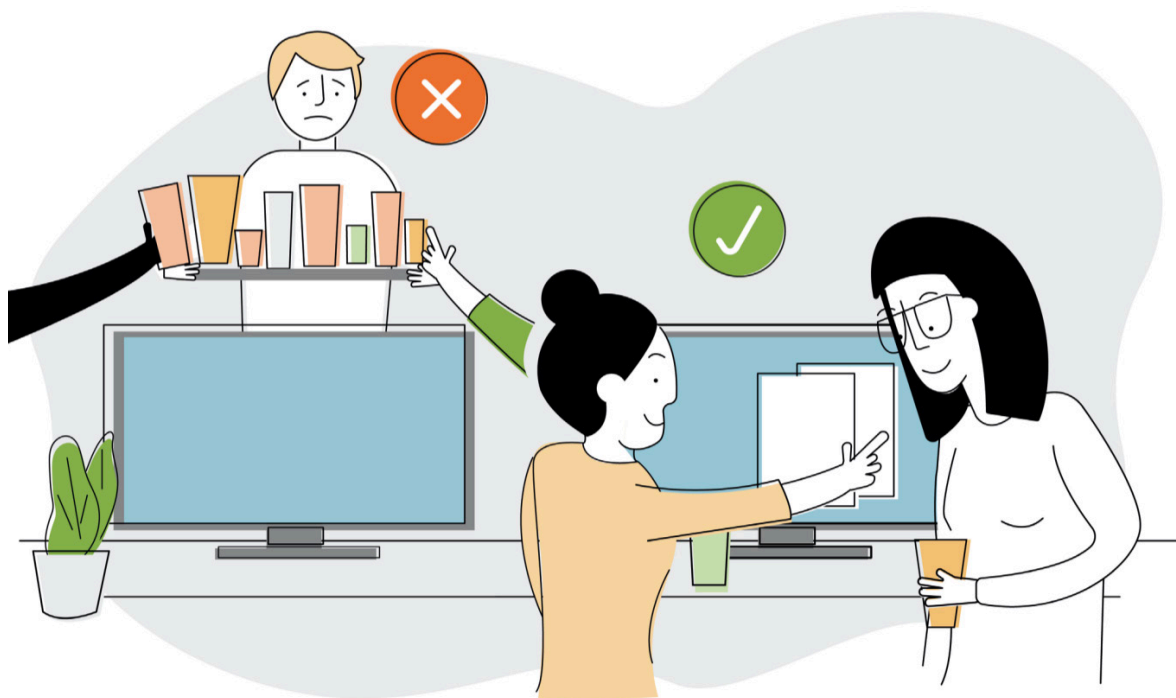
You will not find a PEO company that takes its service to clients more seriously than GenesisHR. Our clients choose us because we're easy to work with—we provide simple, transparent billing and our own team of HR experts responds to questions promptly. We're always here when you and your employees need us.

## ❑ What technology will you bring to our organization?

Partnering with a PEO company should give your organization access to advanced technology. Often, PEOs give small and midsize businesses automation and efficiency tools they wouldn't have access to otherwise. To find out what tech they offer, ask these questions:

- Do you offer any self-service features?
- What does reporting look like?
- Does our company (and all our employees) get access to the data?
- Can we get a demo to see how your software/system really works?
- How does your technology compare to other options?

GenesisHR's industry-leading, mobile-enabled technology saves you time when it comes to handling your HR, benefits, and payroll needs. It's a hassle-free experience every time you log in.



## □ What is your strategy with regard to health insurance?

Business owners are used to getting renewals for health insurance every year and making changes to mitigate increases. One of the biggest value propositions of a PEO is that they should be able to provide better benefits—and manage them more efficiently—than a small business can on its own. To dig deeper in this area, ask:

- What is your strategy to mitigate increases on insurance? Do you offer low-cost options? Will you take away benefits valued by employees? At Genesis, our philosophy is to offer stability. We believe businesses and employees want a stable benefits platform that doesn't change year over year, but that offers enough choice for employees to reduce their costs if needed.
- Do you change carriers frequently? How frequently?
- Do you change plans frequently? How frequently?
- How do you manage overall risk in a health plan?

## □ How flexible and scalable are your solutions?

When choosing a PEO company, make sure you know whether their offerings are one-size-fits-all or customizable, with the flexibility to meet your needs differently as you grow. With growth comes complexity, and the need for more help. Larger companies are subject to more regulation, including FMLA and ACA requirements.

The expectation is that the PEO company you partner with will be able to help you now, and in the future. At Genesis, we expect that our relationship with you will evolve as employee headcount grows.

## ❑ What are your employee handbooks like?

Steer clear of PEOs that offer templates to meet federal and state requirements. You should be getting more for your money. Look for customization that meets the needs of your organization, addresses what's unique about your business, and speaks to your culture now and in the future.

## ❑ Can you provide references?

A reputable PEO will be happy to provide you with client testimonials and references, so you can talk to business owners like yourself and learn how they have benefitted from a PEO partnership.

---

## Is GenesisHR the PEO company you're looking for? Let's find out!

Click here to schedule a free exploratory call with our knowledgeable HR experts.

[CONTACT US TODAY](#)

