



R.A. Heath Construction Streamlines HR Processes with Inova HRexperts

Specializing in expedited renovations, the team at R.A. Heath Construction Company focuses their expertise on keeping clients' businesses open throughout the duration of construction projects. Their reputation for quick and quality work propelled them to quadruple in size within a short period, from a sole-proprietorship to a multi-segment corporation with approximately 100 employees.

Although the rapid growth and expansion were welcomed, a number of HR challenges surfaced, including finding and hiring the right candidates for job openings, creating a streamlined and digital onboarding process, and managing the additional paperwork brought by the influx of new staff. The group was already using Payroll Strategies (before it merged with Inova Payroll) for payroll management; however, all HR duties were overseen by a different vendor and managed by Liane Smith, R.A. Heath's office manager.

Location: Buford, Georgia

Industry: Construction

Employees: 100

Challenge:

Significant growth and hiring created a sharp increase in HR paperwork that required considerable time investment by the company's office manager, taking up a significant amount of her time.

Solution:

Outsource all payroll and HR needs to one company.

“As the office manager, I am the first point of contact for all HR needs,” says Liane Smith. “I wear multi-hats as an office manager and each can be time-consuming, but I struggled the most with the HR paperwork and the onboarding processes. I did not want to have to micromanage anybody, but the constant follow-up on reports between the different teams to ensure there were no errors and that everything was filed correctly was exhausting. There had to be a better way for us.”

The Solution: Payroll and HR Outsourcing with Inova

Discovering that human resource outsourcing was the answer to keeping up with the latest regulatory rules and reducing HR errors, R.A. Heath decided that all their payroll and HR needs should be combined and outsourced to one company: Inova Payroll. Using Inova’s human capital management solutions and Inova HRexperts, the construction company completely streamlined their HR processes and paperwork.

“Our company values relationships, so we were impressed Inova assigned two dedicated HR experts to help us along the way! In addition to this, Inova Payroll has an electronic filing cabinet keeping our records and info at hand 24/7. With any new change, there were small bumps during the transition, but Inova’s expertise with all aspects of HR, taxes, payroll and their willingness to help us switch from paper to electronic onboarding save me at least ten hours every single month.”

Smith offers advice to local companies looking at HR outsourcing, “When shopping around, tell potential vendors exactly what you are looking for, what you want to offload; they may or may not offer what you need. It is an investment, so knowing what the employees and the company are getting out of the deal is important. Inova Payroll is the best option for us, and we have never looked back.”

“Having one reliable and knowledgeable HR company backing us leaves no room for miscommunications and mistakes and allows me to focus on my office managerial duties.”

LIANE SMITH

Office Manager

Inova HRexperts is a full-service team of certified experts providing complete HR outsourcing services from recruiting and onboarding to benefits enrollment and performance reviews. We manage the complexities of HR administration so you have more time to invest in key areas of your business for growth and continued success.