

## HELPING A CFO RECLAIM 25% OF THE WORKDAY

# CASE STUDY

HRO - PAYROLL, BENEFITS, HR ADMINISTRATION AND HR STRATEGY  
VESPER, FORMERLY SILKROAD EQUITY, A GLOBAL PRIVATE INVESTMENT FIRM



### CHALLENGE

The company had to take payroll and other HR functions in house when a subsidiary that had been handling them went public.

An entire network of VESPER-held companies were forced to rely on one of them to provide HR and payroll services for the entire portfolio. When the company's success led them to an IPO, that already-strained HR lifeline snapped and the functions fell to the CFO while a new solution could be found.

For a year, the CFO worked with a national payroll services provider to deliver payroll across four held companies. It soon became clear that this was an unsustainable model as the management and delivery of payroll grew more and more onerous, eventually consuming up to a quarter of the CFO's expensive time.

The company's modern model needed an HR partner who was just as forward-thinking as they were. The national payroll service they were using simply was not up to that standard.

### SOLUTION

When VESPER connected with emphasisHR, they established quickly that they were dealing with a partner that embraced the same business values: speed, sophistication, modern thinking and proactive management.

Together, they soon built a clear and accountable relationship that moved as fast and nimbly as VESPER, one that could handle their payroll challenges—and more.

The complete suite of services includes not only payroll, but also HR advisement that's as hands-on as the client wants—which is variable on a case-by-case basis.

Most importantly, the client now enjoys smart, proactive support that doesn't shuffle their phone calls from department to department. Calls are answered, calls are returned and business is humming along nicely.

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*emphasisHR is just so good to work with. When things happen, when things come up, everyone stays cool and we just work around it. It's just a good relationship. If I need something, I can just call them anytime and they're not afraid to call me if they see a problem or an opportunity, too. They just do what they say they're going to do.*”

Micki Morgan  
VP, Finance

## RESULTS

One of the first challenges faced was the positive handling of a harassment case, which was resolved successfully. After that baptism by fire, emphasisHR has continued to operate as if it was a part of the company itself, fully engaged, accountable and progressive in its approach to business.

**THE CFO WAS ABLE TO RECLAIM 25% OF HER TIME AND REFOCUS ON KEY STRATEGIC GROWTH PRIORITIES—WHILE AVOIDING THE COSTLY OVERHEAD OF HIRING NEW HR STAFF.**