

ERA Delivers Savings, Ease of Use & Dedicated Support to Engineering Firm

CLIENT Fay, Spofford & Thorndike (FST)

COST CATEGORIES

Payroll/HR

SECTOR Engineering Services.

NEW CLOUD SOLUTION CUTS 57% OF FST'S PAYROLL/HR PROCESSING COSTS



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ERA's value goes well beyond cost reduction. Their best practice skills and project management consulting services make them a top client advisor.

Dean Groves,
Senior Vice President & CAO

The client, Fay, Spofford & Thorndike (FST) is a 98 year old multidisciplinary engineering firm, headquartered in the greater Boston area, with offices from Maine to New York. FST primarily serves U.S. municipal and government entities in design and building services for transportation, environmental, and facilities projects. The company has completed over 42,500 projects and received numerous industry awards.

FST STAFF FRUSTRATED WITH INCUMBENT SUPPLIER

Five years prior, FST moved from an internal payroll system to a leading industry provider. Both the company and system have been somewhat difficult to deal with. The company's Chief Administrative Officer, Dean Groves, felt his staff needed a more user friendly solution that could better manage FST's extensive HR data, while providing more responsive customer service.

"Having done previous projects with ERA, I fully expected to get savings, but improved service and quality were bigger factors here. We needed better HRIS systems and support to leverage our lean staff in this key area, and ERA delivered"

Dean Groves, Senior Vice President

PROJECT INFORMATION

Category	Payroll/HR
Savings	57%
Key Benefit	Support
Incumbent Supplier	Replaced



FST's HR and Payroll requirements for their 250 employees are complex. From planning to post implementation support, ERA worked with the new provider and the FST Payroll/HR/IT team to transition all data and facilitate a smooth transition.

"I now have a dedicated support representative, easily expanded system, and need less IT support to keep the system current and safeguard the company's vital employee data"

Jennifer Camelio, Payroll Manager.