

Staffing Company Discovers Unexpected Bonus After “Double-Whammy” of Issues

Overview

The need

Seville Staffing found the health of its business threatened by the lack of expertise in its back office, specifically dealing with taxes. They were grappling with this issue at the same time the State of Illinois stopped making payments on its contracts, including their contract with Seville Staffing, crippling their financial viability when their line of credit was subsequently cancelled.

The solution

With TRICOM's Staffing Administrative Solution, Seville Staffing enjoys the experience and expertise of TRICOM's administrative team members such as accountants and receivables management professionals, without the hassle of hiring, training, and retention. Plus, TRICOM's stable payroll funding allowed Seville to continue with their business despite the interruption of payment from the State of Illinois.

The benefit

Seville Staffing reduced their back office staff along with the related headaches and expenses, yet gained a team of professionals working on their behalf – not only to resolve any issues as they arise, but also to prevent them from occurring in the first place.

TRICOM's Staffing Administrative Solution Delivers Savings, Expertise, and Peace of Mind

Seville Staffing, LLC provided staffing solutions since 1979, and offered administrative, light industrial, and skilled manufacturing to businesses, non-profits and government clients. Led by President Janet Sloan, Janet has a strong belief in personalized service and is committed to Industry Best practices.

Two Major Issues Collide to Threaten Staffing Business

“We were a small business. So part of the major issues we had was really having a functional back office. We hired bookkeepers, CPAs, and had multiple back office staff. With a small business, retaining and keeping really good back office professionals was a challenge,” explained Janet.

The inexperience and lack of staffing industry knowledge of the back office staff quickly came into focus when it came to tax issues. “We had an in-house accountant and a bookkeeper, which resulted in a four-person back office. And yet I would still have to hire an outside accountant to do taxes. I've had issues with the IRS for years,” shared Janet.

In one example, Janet described receiving a lien notice from the IRS saying that Seville Staffing owed \$20,000. That same day, they also received a refund check from the IRS for \$80,000. Janet explained, “I had to get an outside accountant to try and get this resolved, because I didn't owe the IRS anything, and they didn't owe me anything. The outside accountant couldn't get it resolved, and neither could the IRS.”

As challenges such as these continued to require Janet's energy and attention, another issue came into play. “We had the tsunami hit us in that the State [of Illinois] stopped paying on our contract, and we had a back office that lacked industry-specific knowledge.”

One significant consequence of the State of Illinois stopping payment was that the bank decided to terminate Seville Staffing's credit line. “The bank pulled the line of credit. Because in Illinois, every bank suddenly looked at anyone that had a contract with the State of Illinois as toxic,” explained Janet.

Payroll Funding Plus a Back Office Tailored to Staffing

That's when Janet turned to TRICOM. “I knew Julie Ann (TRICOM President / CEO) and Shelly (TRICOM Director of Sales) years before I ever became one of their clients. I knew of TRICOM, but I didn't understand their full business model. I assumed they were a factoring company, and I didn't want to get into a payroll factoring situation. What I didn't realize is they do so, so much more than just payroll funding.”



“I don’t know how TRICOM can convince those of us that have very hard heads that they’re more than just a funding company. And I’ve dealt with factoring companies so I know the difference. TRICOM has given me a lot in the time I’ve been with them. A lot. If I’d have only understood or realized, I would have been here so much sooner.”

— Janet Sloan, President,
Seville Staffing, LLC



Visit tricom.com/case-studies to read more case studies and hear Janet describe her TRICOM experience.



TRICOM offers a full line of staffing administrative and financial services unmatched by any other provider. By offering consolidation of data and a Staffing Executive Business Suite, coupled with our unparalleled staff expertise, our services allow staffing owners to focus on growth — without worrying about compliance, billing, payroll, or other issues that keep them up at night.

To learn more about how TRICOM may be able to help your staffing company with any administrative or financial needs, please contact us at 888-4-TRICOM (487-4266) or visit www.TRICOM.com.

TRICOM didn’t hesitate to provide the services Janet needed. “When Janet called after her line of credit was cancelled, I knew TRICOM could offer her the administrative and financial stability and security she needed to help her company prosper,” explained Julie Ann.

In addition to stable payroll funding, Janet also receives Accounting and Cash Management support through TRICOM’s Staffing Administration Solution. “What we found working with TRICOM is that we had a steady source of funding, and a back office that was fully operational and versed in staffing. Staffing is a somewhat unique industry, so training someone to understand the business was always an issue. But TRICOM knows it. In some ways, they even know it better than those of us who operate a business on a daily basis. **I just kick myself that I didn’t go with them sooner,**” shared Janet.

An Immediate Impact with Unexpected Bonuses

The impact on running Janet’s business was extensive. “First of all, let’s just talk dollars and cents. I deleted our accounting / bookkeeping function to a large extent. I went from four people to one and a half. In that alone, the savings were pretty significant. When I called Mary Jo (TRICOM’s Director of Accounting and CFO), I didn’t have to explain the evolution of staffing to her. I could ask a question and get an experienced and really insightful response, which is huge when you’re dealing with a business such as staffing, because it really is an industry that changes on a dime. Because I had someone that understands where that dime is, and where I can turn it, I could make decisions much more rapidly, which is what my industry requires,” says Janet.

Another welcome outcome was assistance with tax issues she had incurred prior to joining TRICOM. “I’ve had some similar, but smaller, residual tax issues from before I worked with TRICOM, and someone at TRICOM sat on the phone until they got an answer. It didn’t cost me \$150 or \$200 an hour. It made the tax issues 1/10 of the problems I had prior to that,” explained Janet.

Janet also took advantage of TRICOM’s professional receivables management services. “I can’t say enough about Lauren (my TRICOM Receivables Management Professional). She is undeniably professional, but persistent and dogged, which is what you need in collecting. She conferred with me on a frequent basis, so I never felt as though it was a third party and out of my hands..... It definitely had a positive impact on my receivables. I had someone doing this on a daily basis in my office. I was far more comfortable with Lauren than I was with someone who sat 20 steps from me,” said Janet.

While Janet enjoys the peace of mind that a stable, experienced administrative and funding partner can provide, she discovered another added benefit to working with TRICOM that was vastly different than her previous experiences. “I have had to deal with banks, outside accountants, and multiple levels of government. With TRICOM, I was an email or a phone call away from getting someone on my side to help,” she explained.

Janet has since sold Seville Staffing, but remains a steadfast advocate for TRICOM. “I guess the bottom line is: I felt like everybody was an arm’s length transaction. There were people on my side that were working with me to resolve anything that came up. I didn’t have to wait for the crisis, or for the bank calling an audit, or for the phone call that sent me into crisis mode. I had somebody working with me to prevent that. And that was the biggest bonus for me.”