

## “We had an inefficient internal process.”

*By exceeding expectations for response times while becoming a trusted advisor, TRICOM helped one staffing company usher in a new era of efficiency and growth.*

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### Overview

#### The need

When Nick and Tara Froemming took over Staff One in 2017, they knew they wanted to focus their energies on their areas of expertise: staffing, sales, and recruiting. That meant looking for an expert provider for their staffing company’s administrative tasks.

#### The solution

They turned to TRICOM’s Total Staffing Administrative Solution to handle their back office so they could focus on eliminating inefficiencies and growing their staffing business.

#### The benefit

In addition to having less stress from not having to manage day-to-day back office tasks, Nick has found a team of advisors and problem solvers for his staffing company in the form of TRICOM’s executive team, while achieving the growth he had hoped for.

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Originally founded in 1988, Staff One came under the ownership of Nick and Tara Froemming in 2017 when they purchased the business from Tara’s parents, John and Sandy Grady. While bringing a passion for people and customer service, Nick and Tara continue to operate under the foundation and principles that John and Sandy implemented over 30 years ago. Nick and Tara believe the key to long term success in the staffing industry is the establishment of personal relationships built on trust and integrity, as well as cost effectiveness and efficiency.

#### Looking for Efficiency and Discovering Much More

When Nick Froemming and his wife Tara took over Staff One from Tara’s parents, they knew that staffing, sales, and recruiting wasn’t going to be their only concern. Nick, Staff One President, explains, “Tara’s parents had started the business in 1988, and there were a lot of processes being used in 2017 that were the same since the beginning.” Nick quickly realized that their lack of expertise in some of the administrative tasks, as well as their desire to focus on sales and recruiting, meant that they would either have to struggle through the headaches of getting up to speed in those areas (potentially at the expense of their plans for growth), or partner with an expert administrative provider.

“The reason why we started looking to use an outside service is because we had an inefficient internal process. We had some internal people who were not doing things in a timely manner and were not experts in that field. So moving to TRICOM has been tremendous for us. They handle our back office so we can deal with staffing, which is what we want to do,” explains Nick.

Making that transition was not without some initial hesitation. “There was some concern at first about how responsive TRICOM would be since they’re not internal — we can’t just walk over to their desk when we need something,” admits Nick. Those concerns were quickly alleviated.

“They are so responsive — if we send them an email, someone gets back to us within ten minutes. If I call someone, they will answer. If they don’t answer, they call me back right away. Or if they don’t know the answer, they get an expert and then call me back. They’ve really helped us be able to focus on what we want to do, which is staffing, while they handle all the back office,” says Nick.

He explains further, “Any report that I ever need, I ask the Help Desk, and within ten minutes I have the report. There’s no chance I would have gotten a ten-minute turnaround in the past from my internal staff. They would have been working on something else, or it would have taken them a little bit longer. So the efficiency of TRICOM’s business is incredible to me. In some ways, I view the people we work with on a day-to-day basis as Staff One —

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*“You feel good about who you’re working with, and you don’t feel like you’re working with a stranger or someone that doesn’t care about the success of your business.”*

— Nick Froemming, President,  
Staff One



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For over 30 years, TRICOM has offered 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](http://www.TRICOM.com)

not as employees — but as partners. I don’t feel like I’m calling a random customer service agent on the phone when I have a question about payroll or accounting. It feels like I’m contacting a division of Staff One that just isn’t in our office.”

Nick is also relieved not to have to worry about annoying tasks that previously took long hours to complete. “Payroll and its related challenges used to be a big headache for us —even doing W2s was a process that would have had us laboring through midnight for multiple nights at the beginning of the year. Plus, we may not have even been doing it correctly. It is a stress off our team and me as a company owner to have TRICOM handle those aspects, so that I can truly have myself and my team focused on sales and recruiting,” Nick explains.

Receivables management is another area that Nick was able to utilize TRICOM’s services to free his time and attention. “They handle the day-to-day collections of everything, unless there’s a one-off situation that requires me to intervene. Invoices are getting turned around more quickly, and our over 90 day balances have decreased. But probably just as important, we’re not having to take time and resources internally to deal with these situations because it is being handled by TRICOM,” explains Nick.

### A Team of Trusted Advisors

One unexpected benefit of working with TRICOM that Nick is especially grateful for is the relationship he’s built with the TRICOM executive team, especially Rick Gehrke, Director of Cash Management / COO, and Mary Jo Heim, Director of Accounting / CFO.

Nick explains, “In addition to the back office payroll help they provide, the suggestions and advice they give me in terms of tax and cash strategies has been equally as important and helped us as a company. When I have questions about the best ways to move forward in terms of taxes and cash issues, I call them. They’re always available to me. They always have me and my company’s best interests at heart.”

Nick also sees the TRICOM team as a problem solver for him and his customers. “Any time we have any issues with my clients, I can call TRICOM and say ‘This is what my client is looking for.’ More often than not, they come up with a solution. Our biggest customer is so happy with us because we came up with a report that separates certain information for them. It’s a report that Rick had one of his Excel gurus develop. The customer couldn’t be more thrilled with us, and they’re our biggest customer, which is huge. Whenever a customer requests something that we don’t already have, I approach Rick with those situations.... Being there for me as a resource in whatever capacity that I need has been tremendous for myself and my business.”

“I truly utilize them as not just for the back office, but as an advisor for our business,” Nick continues. The result is that Nick has seen their company grow by 25 percent in the time he’s been with TRICOM. “We have grown, we’ve been happy with it, and I believe there’s more growth in our future.”