



## LOCAL UNDERSTANDING AND SERVICE EXCELLENCE

“Because we’re a small school, we don’t have a dedicated team to focus on taking care of our employees. With HR rules and regulations constantly changing, it’s very helpful to call one local company that understands Hawaii and our unique challenges to get the help we need.”

— DAVE RANDALL, HEAD OF SCHOOL

### THE HONGWANJI MISSION SCHOOL STORY

When Hongwanji Mission School, the first Buddhist school outside of Japan, was established in 1949, its mission was clear: to develop their children academically, physically, socially & spiritually through programs guided by Buddhist values. With small, personalized, and safe classrooms, every eighth grade graduate is prepared to enroll and excel in any private or public high school.



### THE CHALLENGE

As Head of School, it was extremely important to Dave Randall to take care of his employees. He quickly began to see that managing payroll in-house as well as providing health care benefits was becoming expensive and his team didn’t have the knowledge or resources to adequately support school administration.

“You need to make your employees feel valued and that they have a place in the decision-making process in your company,” said Dave. “It’s all about collaboration.” After listening to the concerns from his employees, he realized it was time to hire an outside vendor to manage their HR needs for an affordable price.

Hongwanji Mission School surveyed the landscape and chose ProService Hawaii. They were satisfied with the service, but when a national PEO offered them a lower cost, they switched providers to save money. Soon after signing the contract with the nationally recognized payroll company, however, the school made some painful discoveries.

**“It was extremely frustrating to deal with a call center model and getting somebody new on the line each time I called for support,” says Theadora Yagi, Admissions Director/Vice Principal. “I was wasting time re-explaining issues every time because we didn’t have a dedicated customer representative who knew us.”**



## THE SOLUTION

Theadora consulted with Hongwanji leadership and they reached back out to ProService Hawaii to discuss their frustrations with the broker model employed by their national payroll vendor. ProService Hawaii provided guidance on how to terminate their two-year contract with the national PEO. Even after paying early termination fees, they knew coming back to ProService Hawaii was the right move. Instead of being a number in a call queue, Yagi has a dedicated Account Manager who knew her by her first name and had a wealth of knowledge about Hawaii-specific HR solutions. Furthermore, ProService took the time necessary to understand the problem, provided a targeted solution, and delivered a custom implementation based on Hongwanji Mission School's needs.



## THE OUTCOME

Switching from a national payroll company to a ProService has made all the difference for Hongwanji Mission School. Now instead of a large faceless organization managing their payroll, the school has a local partner that provides a full-suite of HR services and provides unparalleled customer service.

The school is now able to provide their employees with value added services such as safety and CPR training that will continuously save the school money, train their employees, and provide an HR solution that empowers them to succeed in Hawaii.

"The best thing about ProService Hawaii is that it is truly a one-stop shop. Partnering with a local PEO saves you time, money, and they make sure you're always in compliance," says Teddi Yagi, Admissions Director and Vice Principal at Hongwanji School.

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**“When the new FLSA & Final Overtime Rules were released, ProService Hawaii was right by our side to make sure we were in compliance. It is so convenient to have someone you trust proactively managing your HR needs.”**

— DAVE RANDALL, HEAD OF SCHOOL

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## Could your business benefit from HR services like these?

- Local team of HR professionals
- Value added services such as safety training
- Expertly managed payroll
- Exceptional customer service

**Schedule a no-cost no-obligation call at**  
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**to learn more about how ProService Hawaii**  
**can help your company succeed.**

