



CASE STUDY:

See how N&K CPAs save time and reduce labor costs with ProService Hawaii

THE CHALLENGE:

N&K CPAs wanted to care for their people with the same quality that their employees serviced their clients. But they needed a sustainable solution that would serve them for many years of coming growth and change.

ABOUT N&K CPAs:

N&K CPA was founded in 1973 and is known for their trusted business partnership. Today the 70-person team provides customized professional assurance, tax, consulting, and international client accounting services to Hawaii's private and public sectors.

THE SOLUTION:

In early 2021, N&K CPA chose ProService as their full-service HR and business partner after evaluating multiple local and mainland vendors in Q4 2020. As a result, N&K saw immediate and substantial savings on their insurances, particularly healthcare and workers' compensation. Not only that, N&K was also able to optimize their team's efficiency. They offloaded tedious administrative tasks that previously occupied staff's time to ProService experts. This allowed N&K staff to redeploy their time to focus on billable work for their clients.

"We are a 70 person company. It was my responsibility to find the best way for our company to support our people without building a big HR department. ProService was our answer. Thanks to ProService, we now spend less time on HR work and more time on billable hours " - Vicki Shinsato, HR Manager, N&K CPAs

THE RESULTS:

N&K CPA's gets the best price for the best coverage

By joining ProService's proprietary master plan, N&K was able to lower their healthcare costs even further by accessing exclusive ProService rates not available to them on the open market or through a broker. As the only HR partner in Hawaii to offer HMSA coverage, N&K was also able to stay with HMSA, their preferred provider.

On top of this, N&K was able to access ProService' diverse voluntary benefit options to build out a generous benefit package for their employees. Things like flexible spending accounts, life insurance, 401(k) retirement plans and employee counseling services, all on top of medical, dental, drug and vision coverage.

"We want to offer our people the very best benefits. ProService recognized that our employees deserve the best pricing in the market."

Employees have more time for billable work, not admin work

By working with ProService, N&K gained valuable time back to focus on revenue generating activities. Employee handbooks? Benefits admin? Workers' comp claims management? Legal advice? ProService has N&K covered.

- **Employee handbooks & policies:** *"Employee handbooks take a tremendous amount of time. When we started working with ProService, they came to us with a list of suggestions of policies to add and recommend changes. That took a big load of work off our internal team."*
- **Benefits Administration:** *"ACA filings, 1095C medical reports, making changes to an employee's medical plan, transitioning somebody to COBRA. ProService does all this for me!"*
- **Claims Management:** *"These tasks take a lot of time. Now that we're with ProService, they first research the claim. If it's valid, they gather all the complicated information and fill out all the forms for us. We just approve it."*

Leadership get service and expertise when they need it most

When N&K faces an unexpected problem or challenge, they know they can rely on the fast response and practical guidance from ProService experts to resolve issues quickly.

“We like that we can call ProService’s legal team any time for complimentary counsel. By strategizing with ProService first, we don’t need to spend as much time with our lawyers, reducing our outside attorney fees.” With a partner and advocate in their corner, they can have confidence that everything from payroll and benefits, to safety and HR is managed accurately, on-time and to N&K’s high standards.

“At ProService, I have a healthcare team, a payroll team, a legal team, a training team and a team that advocates on behalf of small local businesses like mine. Their responsive service and very practical advice are invaluable. We could never hire this expertise in-house, at any price.”

ABOUT PROSERVICE HAWAII:

Unlike other partners, with ProService, you don’t just get “human resources services” or some do-it-yourself software. You get an actual team of certified, local HR professionals to help you maximize your budget, streamline your administrative processes, and take busywork off your plate so you can focus on growth.



See how ProService can help your business!

Book a free business consult

Or Call (808) 468-5294