



## Case Study

# Plumbing Doctor® Grows Year-Over-Year Sales Revenue 30%

With Paychex PEO,  
Plumbing Doctor gained  
other improvements

**2x**

Tech team growth  
in size

**960**

Hours per year saved on  
researching HR issues

## Highlights

### Challenges

- Sudden growth in a family-run business
- Complex issues with workers' comp and employee termination
- Shifting labor laws in multiple states

### Solution

- Personalized HR advice for urgent issues
- Proactive planning to manage risk and growth
- Employee benefits to attract and retain talent
- Expertise in labor law compliance
- Cost-effective professional HR support

### Results

- 30% sales revenue growth
- Doubled the size of the tech team
- 960 hours per year saved on researching HR issues

**PAYCHEX**®

**PLUMBING DOCTOR**®

“I can just reach out and get my questions answered and (HR) problems solved. It’s quick and efficient. Paychex PEO is some of the best money we’ve ever spent.”

- **JESSIE FARIAS TAVERA, COO, Plumbing Doctor**

## Challenges

### Managing HR issues while growing a business

After 40 years in the business, Plumbing Doctor was having a growth spurt. To keep up with a client base that spread across 100 ZIP codes, they were hustling to hire and train new technicians. For COO Jessie Farias Tavera, that meant more complicated HR scenarios.

“We had a 30% increase in (overall) employees within two years, and found ourselves in situations that made me go, ‘Whoa, what do we do about this?’” Jessie says.

Plumbing Doctor encountered challenging issues around workers’ compensation and employee misconduct. Although the leadership team was diligent about researching HR best practices, it was hard for them to find comprehensive resources about complicated matters in a timely manner.

“I just wanted one person who could walk me through the problem and who I could call when I had more questions,” Jessie says.

Plumbing Doctor wasn’t ready for an in-house HR team. But dealing with employee issues was keeping Jessie from other important tasks to grow the business.

“I was spending an average of 20 hours a week just researching local labor laws,” she says.

With ever-changing state regulations, Jessie was constantly challenged. If Plumbing Doctor fell out of compliance, it would cost the family-run group more than just fines.

“It would do damage to our brand. This business is something our dad founded, and it’s always been important to us to maintain a great reputation. That matters to us more than the money,” Jessie says.

When there was an escalation with an employee issue, Jessie knew it was time to get professional HR support.

Plumbing Doctor needed a service that could:

1. Provide a dedicated HR professional who could advise on complex scenarios.
2. Keep track of the ever-changing labor laws in the states where they operated.
3. Help them deliver an outstanding employee experience as they continued to scale.

That’s when Jessie heard about the PEO program at Paychex.

“I was spending an average of 20 hours a week just researching local labor laws.”

- **JESSIE FARIAS TAVERA, COO, Plumbing Doctor**

“We’d been using the Paychex payroll service for about seven years, and I started getting emails about their PEO for HR,” Jessie says. “I reached out to learn more, and realized, ‘Yeah, this is exactly what we need.’”

Jessie engaged Paychex PEO to get the perfect level of HR support for her growing business.



“In California, HR issues ... vary case by case. My HR professional knows how to navigate each scenario, so all I have to do is say, ‘Help!’”

- JESSIE FARIAS TAVERA, COO, Plumbing Doctor

## Solution

### A dedicated HR professional at your fingertips

Plumbing Doctor engaged Paychex PEO for immediate support and long-term HR strategic planning.

They received a dedicated HR professional who got to know the business and worked closely with Jessie.

### Getting organized with Paychex Flex®

The first task that Jessie completed with her PEO sales rep was registering all of her employees for a Paychex Flex account.

The all-in-one technology platform helps manage payroll and employee benefits online and even from a convenient smartphone app.

“Everybody transitioned smoothly,” Jessie says.

No longer set back by HR surprises, Jessie was able to start anticipating issues and meeting them proactively.

“I have regular meetings with my HR professional now. Then I meet with my management team to discuss how we’ll execute her recommendations,” she says.

In addition to her dedicated HR professional, Jessie also gained access to a team of experts who are helping her set up a time tracking app and manage safety concerns.

### Immediate guidance for complex situations

Paychex PEO quickly proved its worth.

The company found out that one employee needed to take a medical leave for a planned surgery, and another needed an emergency appendectomy.

“Nothing like that had ever happened before. But my rep walked me through all of the processes and documentation. It was super helpful,” Jessie says.

Having struggled for years to find answers on her own, Jessie deeply appreciated having an expert at her fingertips.

“This service is so good,” Jessie says. “In California, HR issues are not cut and dry. They vary case by case. My HR professional knows how to navigate each scenario, so all I have to do is say, ‘Help!’”

### **Better benefits to attract and retain employees**

The only thing that Plumbing Doctor cares about more than their customer service is giving their employees outstanding benefits. Their team members love the convenience of the Paychex Flex app.

“They use it to sign up for their benefits and the retirement stuff, and they really appreciate it. Even our longer-term employees are getting on board,” she says.

Jessie is especially pleased about getting 100% participation in the company’s new 401(k).

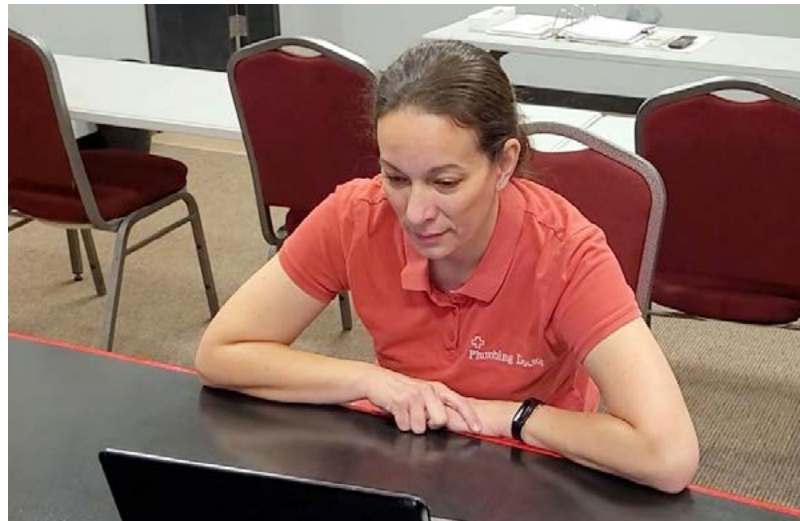
“It feels good to be able to offer this plan to a 24-year-old we’ve just hired, and add our contributions, knowing that it could grow to a really big amount by the time they retire,” Jessie says.

### **Growing the team faster**

“Since we started working with Paychex PEO, we’ve been able to spend more time training new technicians, which is our bread and butter,” Jessie says.

Having their HR professional just a phone call away has eliminated the burden of endless research, and is helping Plumbing Doctor grow with confidence. With more time to hire and train staff, the company is growing faster than ever.

“There are so many details that, if you didn’t happen to know about them, you wouldn’t know if you were doing them wrong.”



### **Stress-free compliance**

Operating in one of the most complex labor jurisdictions in the country created undue stress for Jessie.

“California keeps changing their minimum wage rules. And at 23 employees, in some cases, we’re considered a small business. But for some rules, you have to be under 5 employees,” Jessie says.

Now, with the guidance of her HR professional, she’s getting clear answers to questions big and small.

“One of the big challenges for us was defining the unique job descriptions for our technicians,” she says. “It was confusing whether they were considered an exempt category under the Fair Labor Standards Act.”

She and her dedicated HR professional worked together for months, submitting queries until they finally received a verdict.

“I don’t think I ever would have found that out without my Paychex HR representative.”

Paychex took care of it, ensuring the right paperwork was filed in every state. They also helped resolve outstanding state tax issues created by the previous payroll companies.

## Results

In just one year, Paychex PEO helped Plumbing Doctor significantly accelerate their growth.

No longer hindered by endless hours of HR research, Jessie and her managers have been able to put more time into hiring, including adding a handful of technicians that help generate revenue.

Managers also have more time for training, and have doubled the size of their technician team, the largest the group has ever had, according to Jessie.

"Before, we had four full techs in the field. Now, we are running nine. It's the most we've ever had."

Getting quick answers to complex HR questions has saved Plumbing Doctor a shocking 960 hours per year.

"Without having to do all this research and headache, we can focus on growing the business," Jessie says.

For a small- to medium-sized business in a complex legislative jurisdiction, Paychex PEO solution was the perfect fit.

"For roughly the cost of one HR person part-time, we're getting access to so many experts," she says. "I don't think one person could possibly know all of that information."

With stress-free support for their HR issues and a close partnership helping them grow strategically, Plumbing Doctor is thrilled with the PEO service.

"I can just reach out and get questions answered and my problems solved. It's quick and efficient. Paychex PEO is some of the best money we've ever spent," Jessie says.

"For roughly the cost of one HR person part-time, we're getting access to so many experts. I don't think one person could possibly know all of that information."

- JESSIE FARIAS TAVERA, COO, Plumbing Doctor

## Discover Paychex PEO

Attract and retain talent, offer world-class benefits, and maintain legislative compliance.

Learn how a PEO can help your business grow

**866-286-2747**

or visit [paychex.com/peo](https://paychex.com/peo) to explore the ways Paychex can help your business.

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