



How Pinnacle Healthcare Eliminated HR Chaos with Paychex PEO

Size: 32 Employees | Industry: Health care, staffing



Samantha Orsini, Administrative Director

"The time that I'm saving — the features in Paychex are so amazing — I now can focus on making other parts of the practice more advanced."

Prior to Paychex

Managing HR across two separate entities created limitations for Samantha Orsini and the staff because of fragmented systems. Without a structured onboarding process or centralized recordkeeping, critical employee documents were missing, leaving the organization exposed to compliance risk and administrative inefficiency. They also struggled with the cost of their former provider's service, so Pinnacle chose Paychex for the predictability of its flat-fee model paired with real HR expertise.

Working with Paychex PEO

Since its 2021 transition to Paychex, Pinnacle Healthcare Systems in Florida, has built a stronger HR foundation grounded in documentation, compliance, and employee self-service. With dedicated support from their HR Business Partner and other members of the PEO team such as their client advocate, the organization has streamlined onboarding, reduced the administrative burden on leadership, and empowered employees to access their own information through the Paychex portal and mobile app.



10 hours saved per week
on payroll processing, leave management, other HR tasks

Challenges

- Fragmented HR systems
- Inconsistent documentation
- High administrative burden
- Poor recordkeeping

Solutions & Key Features

PEO >

Benefits Administration >

401(k) >



Building a Documentation Foundation

Before Paychex, Pinnacle's HR records were incomplete — some employee files even lacked a driver's license. Working with their HR Business Partner, Stephanie, the Pinnacle team developed a structured, step-by-step hiring and documentation checklist. Every required document is now uploaded directly into the Paychex system and signed electronically, giving the organization an auditable record.

Self-Service Empowerment

Pinnacle has experienced a reduction in day-to-day HR questions fielded by the administrative team. Employees can now view their pay stubs, timecards, PTO balances, and 401(k) contributions directly through the Paychex portal and mobile app — eliminating the back-and-forth that once consumed hours of leadership's time.

A True HR Collaboration

Samantha says their dedicated HRBP responds promptly, communicates with compassion, and consistently provides honest, well-researched guidance. Whether navigating a complex employee situation, crafting a compliant handbook, or advising on documentation standards, their HRBP is a trusted extension of the Pinnacle leadership team.



A True Partner:

The relationship between Paychex and its clients goes beyond handling audits, handbooks, or job descriptions — it's a truly consultative partnership focused on helping businesses succeed.



Samantha Orsini, Administrative Director

"None of us is educated in HR, but we've gained so much experience and knowledge because of Stephanie. [Our HRBP] is the best part of Paychex."

Build Your Success with Paychex

Discover the documentation, training, and benefits administration support Paychex PEO offers like it does for Pinnacle Healthcare System.

[Get Started](#)