



CPI-HR Case Study: Smart Point Solution Provides Cost Savings for PMG

Situation:

Pharmacy Management Group (PMG) is a customer-focused provider of pharmaceutical care and support with over 225 employees serving three locations including: Westlake, Ohio; Hermitage, Pennsylvania; and Westerville, Ohio. PMG will soon be adding two new locations in Georgia and Michigan. Their expertise includes delivering superior service for Nursing Home and Assisted Living facilities with a proactive, innovative approach to achieve the best outcomes for both their customers and residents.

Challenge:

Like any growing company, PMG places significant emphasis on providing comprehensive and competitive benefits to attract and retain employees. Early in their growth spurt, the management of PMG realized they were in need of a strategic partner to streamline their Human Resources department in order to provide effective and affordable benefits without incurring the expense of hiring additional benefits administrators.

Solution:

CPI-HR provided an integrated solution allowing PMG to streamline multiple processes while reducing costs and improving communication and service to their employees.

With industry-leading Payroll and Human Resources technology, CPI-HR was able to create workflows that captured data administration, day-to-day maintenance, and much more. CPI-HR engaged its Smart Point solution to provide phone support to PMG employees for benefits questions, password resets, and navigation, as well as its Smart Consumer solution to revolutionize the delivery of employee education.



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Results:

By partnering with CPI-HR, PMG has profited from an ongoing improvement in back-office efficiency, data integrity, and employee communications. The benefits of engaging CPI-HR's Smart Point solution include:

- **Affordability** by avoiding the cost of hiring an additional benefits administrator with salary plus benefits.
- **Cost Savings** through utilizing CPI-HR's innovative Split Funding program. PMG has saved over **\$195,000** in the split funding medical plan versus the projected cost of a fully insured equivalent medical plan.
- **Innovative HR Technology** that enables PMG the functionality for rapid growth and regional management.
- **Efficiency** from allowing human resources to devote their energy to more strategic initiatives to help grow the company rather than perform routine administrative duties.
- **Value-added benefits** including customized communications for employees, intranet postings, monthly compliance webinars, and payroll technology such as Employee and Manager Self Service.

Conclusion:

CPI-HR's mission is to enhance the people and the profit of each of our client companies. We achieved this goal with PMG by enhancing the people, process, and technology of our client.

Quotes from David Coury, President and Founder of PMG:

"CPI-HR has **completely** handled our health insurance and payroll needs."

"I would highly recommend CPI-HR to whoever may be starting a business, trying to grow a business in a difficult time, or just **trying to maintain their cost in the area of health insurance and payroll services.**"