



CASE STUDY:

Mills Van Lines

Overview

Started in 1983, Mills Van Lines is the oldest and largest operation in a group of three companies that specialize in moving, storage, and move management services. Mills Van Lines, Mills Move Management, and All America Moving & Storage service corporations, government agencies, and individual consumers. Their suite of services include anything related to moving, such as packing, loading, transporting, storing, delivering, and unpacking household goods, healthcare product, and commercial belongings. If it moves, they can handle it, and there is no move too big or too small.

As Senior Vice President, Mike McGill touches every part of the overall operation with a heavy focus on sales, customer service, operations, and HR. Each company delivers a customized level of service and as a result, requires different HR capabilities for its employees, which total up to about 100 employees across all three companies. That can be a lot of HR responsibilities to manage, especially if part of it is done manually. When McGill first joined Mills Van Lines, a team member was executing payroll by hand.

“Historically, we had somebody that was printing, folding, and stuffing envelopes with paychecks. It doesn’t make a lot of sense, especially at a company

our size, to have team members that are solely dedicated to payroll, management, and reporting when we’re not experts in that field.”

That’s when McGill started to hear from business journals and his network about Professional Employer Organizations (PEOs) and the expertise, efficiency, and buying power they provide. Always striving to optimize and streamline operations in his businesses, McGill naturally advanced toward and partnered with Group Management Services (GMS). “We were looking at what we could do as a company to operate as well as we were, and maybe even better,” said McGill.

Mills Van Lines

Strongsville, OH

Industry: Moving and Storage

PEO: GMS

Number of employees: 100

Key reasons for working with a PEO:

- HR expertise and resources
- Competitive benefits
- Operational efficiency, especially in hiring

An HR Department at Your Disposal

For McGill, working with GMS means that his companies can focus on completing successful moves while delivering consistent high quality service for his clients, instead of dedicating time and resources to HR. “We specialize in moving, not healthcare, human resources administration, or payroll. But by being a part of GMS, it’s almost like we do. GMS makes us feel and operate like a much larger company when in reality we’re a hundred employees or less,” said McGill.

He has constant access to HR expertise, assistance, and guidance to validate his employees’ data and make sure his companies are mitigating risk and staying compliant with federal laws and regulations. GMS is proactive in informing him of trending issues and recommendations so that he nor his team have to spend the time and money to do the research themselves. “I don’t want to be cutting paychecks, but I do want a quality partner that can advise us, educate us, and tell us all the cutting-edge and current trends,” said McGill.

“The real benefits of a PEO are the savings of time, resources, and in-house expenses. GMS constantly brings to the table things that we utilize and need. They’ve been there for us every step of the way, and as a result, they make us a better company.”

Access to Competitive Benefits

In addition to endless HR expertise, GMS provides Mills Van Lines with competitive benefits, including workers’ compensation and healthcare policies. As an executive, McGill understands how important these can be to his employees, especially with many performing labor-intensive jobs every day. These policies affect employee satisfaction and recruiting, and it can be difficult as a small business to compare against the benefits of larger corporations.

“When you look at companies out there that are trying to attract moving talent and you’re a small business, you typically don’t have a wide breadth of benefits to extend to candidates in comparison to others in the marketplace. That’s not the case with us. We have access to everything we would want to offer a candidate, and our employees have options

that they may not typically have when working at a similarly sized company elsewhere. That’s solely because we’re part of GMS.”

To McGill and his employees, their company’s size is not indicative of their benefits policies. Because GMS is a PEO, it pools together employees from other small businesses to achieve greater buying power, lowering overall rates per employee and increasing the number of options from insurance providers. McGill and his finance department get to work with reasonable and stable pricing for their benefits, and GMS constantly monitors his policies and looks at ways to add even more value. Benefits are easy to use and understand, and McGill is constantly approached with offers of better coverage as policies come out.

“GMS is always helping us administer our benefits in the most financially effective way possible and in the best interest of our employees,” said McGill.

Supporting Your Employees, from Attraction to Retention

GMS provides Mills Van Lines with support throughout the employee lifecycle, starting with attracting employees. Some workers are seasonal and temporary, and with the most current and popular employment websites changing constantly and temp agencies charging large sums for potentially high turnover employees, finding new talent used to be a painful process. Now, GMS handles all of McGill’s recruiting.

“We have recruited solely through GMS and it is so well-managed that our hiring processes are similar to having a three or four person team in-house. We have found the last ten new hires at our company because of the programs GMS puts in place to support our hiring needs.”

After posting jobs and filtering applications, GMS sends McGill reports of eligible candidates, and schedules requested interviews. “Hiring is so much more streamlined and easy. I’ve had instances where we posted a job and within three weeks the candidate was already working,” said McGill.

Employees at Mills Van Lines and other Mills companies have easy access to all of their HR and payroll information, too. With 24/7 access on any device, McGill's workers can intuitively find their pay stubs, W-2s, and other company-wide information on their own and in little time, without having to contact or wait on management. The same goes for employees who are onboarding. Getting set up filling out government forms, employee details, and payroll information along with reviewing orientation resources is streamlined through a user-friendly online portal.

"We put out the posting, meet a candidate, bring them on board, and have them set up in the system and ready to roll very quickly. I don't think it could run any better."



The real benefits of outsourcing HR are the **savings of time, resources, and in-house expenses.** GMS is always helping us administer our benefits in the most financially effective way possible and in the best interest of our employees. They've been there for us every step of the way, and as a result, they make us a better company.

MIKE MCGILL
SENIOR VICE PRESIDENT
MILLS VAN LINES



Interested in learning more about how working with a PEO can help your business? Email smallbusiness@prismhr.com



About PrismHR

PrismHR delivers HR software and access to the largest network of HR outsourcers in the United States, all designed to reduce your HR burden and get the most from your greatest asset – your people. With hiring, payroll, benefits, compliance and much more, PrismHR technology makes HR more efficient across the entire employee lifecycle. 80,000 small- and medium-size businesses and 2M+ employees are already taking advantage of this combination of service and technology.