

## **Some Excellent Advice from Dell Wood**

When I founded Staff One, Inc. in 1988, I had no idea how the PEO industry would grow and change in the coming years. However, I did know that the company's core values must stay the same in order for us to succeed.

Staff One has a total commitment to service. Our corporate employees and the company as a whole strive toward a single goal: providing exceptional services that make a significant difference to our clients. That means delivering *excellence* on a daily basis.

The question: how to consistently deliver exceptional quality to clients and worksite employees while growing and continuing to evolve as a company?

The answer: Staff One is *systems* dependent, rather than just *people* dependent. We have an exceptional group of people on staff, but Staff One also puts a ready-made process in place for our clients. Our clients have the peace of mind that comes from knowing that our team of experts is handling the issues they no longer have to deal with.

Part of the system we put in place is software from PayPlus. In fact, you couldn't pay me good money to change...there is a lot of grief in making a major software change, and I have seen too many horror stories to venture down that road.

We feel good about this product, and support the new developments being made. PayPlus is tried and proven; it's a great value for the money, and it does what we need. The functions handled through PayPlus software are such an important part of our business that I would be extremely reluctant to part with our current software.

My advice is this: When you get the best people on board, help them put a process in place to ensure consistent service and quality. Make sure your people, processes and essential software can grow with your company and keep up with your needs.