



Outten Family of Dealerships, Pennsylvania

Since its beginning as a standalone Chevrolet franchise started by Willie Outten in 1979, the Outten Family of Dealerships has grown to include a used car dealership, a Chrysler dealership, and a GM dealership. Today second generation customers are buying cars from the Outten Family of Dealerships.

Renee Derenzo, Controller for all Outten dealerships, said, "It is our reputation that makes us flourish."

To ensure their reputation for quality service extends to human resources management, Outten uses HotlinkHR to manage human resource compliance for the entire employee lifecycle.

HotlinkHR™

A complete HR Compliance Solution in less than 30 days

As controller for four dealerships in Pennsylvania, Renee Derenzo cringed when unemployment claims were filed by employees who had been terminated. "If you don't have documentation for write-ups and disciplinary action, then if they sue you will automatically lose. We needed an HR system. Since KPA was our OSHA system and they had an HR product for dealerships, I turned to them for help."

Within 30 days the HotlinkHR system was in place.

"I got so disgusted with people trying to sue us for a quick buck. I said, There has got to be something to make us more compliant...then I found HotlinkHR."

Renee Derenzo, Controller



Renee Derenzo, Controller of the Outten Family of Dealerships, led the team that implemented HotlinkHR; it was up and running within four weeks.

30 days to HR Compliance for The Outten Family of Dealership

Week 1 – HotlinkHR implementation specialist loads information for all 120 employees along with job applicants on HotlinkHR, a hosted software application.

Training program for managers conducted by HotlinkHR trainer.

Week 2 – HotlinkHR online application available on the Outten website providing a federal and state compliant application. The on boarding process is now fully automated with complete new employee paperwork printed directly from HotlinkHR.

Outten personnel begin writing job descriptions for all positions using HotlinkHR templates.

Outten managers begin using the free legal hotline to answer policy questions, reducing Outten legal expenses.

Week 3 – Outten personnel complete job description and pay plans for all employees.

The HotlinkHR implementation specialist and HotlinkHR attorney finalize the customized Outten employee handbook. Collection of electronic employee signatures attesting to review of handbook and completion of training is now available in HotlinkHR.

Week 4 – An automated and easy to use HR compliance solution is now in place. Hiring, disciplinary actions, performance appraisals, terminations, and mandatory employee training are all part of Outten's "forced compliance" program with HotlinkHR.

MAKING THE HOTLINKHR DECISION

The decision to try HotlinkHR was easy for Renee. The Outten dealerships were satisfied clients of KPA environmental services, and HotlinkHR was a sure bet, with more than 300 dealerships using the software.

"I loved the online demo," said Renee, "and so did each of the office managers. I wanted buy-in from the whole management staff and I got it."

"KPA offered a risk free 60 day trial period. Within 30 days we were taking job applications and managing employees, by the end of 60 days we did not know how we had done without it."



New employee paperwork can be printed as needed, with a single click and with the assurance that it is up to date and compliant with state and federal law.

About KPA

KPA is the nation's compliance expert on safety, environmental and human resources issues, serving more than 3,000 clients in 43 states since 1986.

KPA's onsite, on-call, and online environmental and safety services reduce accidents and associated costs while ensuring the highest level of compliance with EPA and OSHA regulations.

HotlinkHR™ is an online system that cuts legal and administrative costs, forces compliance with state and federal regulations, and increases protection against employee lawsuits.

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