

Teaming with TriNet Sharpens Preston National's Focus



Customer Profile

Industry: **Banking**
Company: **Preston Bank**
Website: **www.prestonnational.com**
Joined TriNet: **July 2009**
Location: **Dallas, TX**
Employees: **21**

“I just don't have time to keep up with HR. I have several other responsibilities including security. Going with TriNet has given me more time.”

Debbie Crump

VP and Cashier
Preston National Bank

Amid the clamor for bank reform after the financial meltdown of 2008, there's something distinctly comforting about a small commercial bank that emerges from the recession stronger than ever.

A conservative approach to issuing commercial loans helped sustain this 25-year-old bank according to Debbie Crump, VP and Cashier. Preston National Bank, a family-owned business, is going it alone while many of its larger competitors have changed names or shut their doors.

Preston National, with one location in north Dallas, employs 21 people ranging from executives to hourly workers, says Crump, who does a little bit of everything from security to compliance to managing HR. While cost containment is always a primary business concern, the prospect of time management and productivity gains helped convince Crump to try HR outsourcing.

How TriNet Helps Bank Realize Ambitions

The main reason Preston National Bank selected TriNet was to “cut costs on health care insurance,” says Crump. “But even more importantly,” she adds, working with TriNet “frees my time up to take care of more important things that are pending, such as government regulations that change constantly.”

A case in point: “Given that we have only 21 employees, if we pay someone the wrong amount,” she says, “it can be fixed. But if we violate the Bank Secrecy Act we could be fined or shut down.” Consequently, outsourcing frees Crump to focus on “more pressing matters of bigger business impact.”

Building Trust and Transparency

Crump says that until she selected TriNet in July 2009, the bank had used HR services in limited ways such as for time sheets. The mission expanded when escalating health care insurance costs pushed Crump to investigate HR outsourcing — she was impressed by the nature of TriNet's responses to her questions.

“We had several companies that bid and we really liked TriNet because they were very upfront about costs — no hidden costs,” says Crump. “TriNet told us ‘Here is what it is going to cost you and here's your benefits.’ Other companies said, ‘Here's your cost’ but couldn't break it down for us. TriNet was very honest and open.”

Crump says she is still discovering services she likes to put to use. “I love the online training — that has worked out well for our whole team,” she says. “We had everyone take the online anti-harassment training, which they could do at their own pace and time. That was nice.”

TriNet's salary comparison tool has also impressed Crump because she believes it will save the company both time and money. At a single administrative glance, Crump can view the results of a salary survey that reveal how the bank's peers compensate workers such as bank tellers in her region of the country.

Crump enjoys interacting with TriNet if she needs live support. “The staff is wonderful — there's always someone you can call or talk to,” says Crump. “I mostly talk to the staff on payroll and HR issues, and they have been great.”

a046000001Chp5s