

CASE STUDY

GLASS DOCTOR

BACKGROUND

Established in 1962 with one shop in Seattle, Washington, today Glass Doctor offers complete glass repair, replacement, and services to the residential, automotive, and commercial markets in more than 270 locations in the U.S. and Canada. The company is part of the Dwyer Group, an international franchisor of service industry companies. Frank Klavon has owned the Glass Doctor of Broward County franchise since 2004 after serving as division manager for Safelite.



BUSINESS CHALLENGE

After working with another payroll provider for several years in a relationship he considered difficult and unresponsive, Klavon decided to make a change. He also realized that the time he was spending on the business had kept him from paying attention to the rising costs of his workers' compensation. Specific issues included:

- With 12 employees in the field serving clients, Glass Doctor of Broward wanted an easier and more efficient way to handle payroll and payroll reporting
- On-the-job injuries and their impact on workers' compensation costs were a growing concern

SOLUTION

Glass Doctor of Broward selected FrankCrum as its PEO to provide services such as:

- Managing employee onboarding and working with Glass Doctor to ensure that all forms and information are submitted
- Online onboarding tools to make adding new hires much easier for Glass Doctor and its employees
- Payroll – done quickly and efficiently
- A specialist to handle government reporting and forms
- Workers' compensation coverage

RESULTS

Glass Doctor of Broward has worked with FrankCrum for more than five years in what Klavon considers a very successful relationship, commenting specifically on how much he enjoys working with FrankCrum's people. FrankCrum also provides these advantages:

- Saves Glass Doctor money on workers' compensation coverage with the flexibility of weekly premium payments, which frees up cash
- Payroll staff who are efficient and easy to work with
- Klavon is in the customer service business himself and appreciates the ease of working with FrankCrum