



Client Success Story: Andover Audio

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- Rob Cardin

Co-owner and CFO



The Benefits of Partnering with HR Knowledge Are Loud and Clear for Andover Audio

Andover Audio, an electronic design and engineering company, develops, manufactures, and distributes sophisticated electronic components for the automotive, casino gaming, and teleconferencing industries. Boasting a group of skilled engineers and designers and a solid organizational structure, the company has built a national reputation for outstanding original equipment design.

Wired for Success

In 2011, when Rob Cardin, Andover Audio's co-owner and CFO, purchased the company from its Singapore-based parent, he looked to outsource all non-core business functions. "As a smaller company," he says, "we wanted to focus our time and attention on the needs of our clients, so we partnered with high-quality outsourcing providers across different functions of the company. This strategy enabled us to concentrate on our core competency and operate more efficiently and leanly."

On the human resources front, Rob sought an HR service provider that could custom design a program to meet the requirements of his expanding business. In addition to payroll processing and employee benefits, he wanted support for new hires, including recruiting and new employee on-boarding. "We really needed a partner that offered the full gamut of HR services."

HR Knowledge Was the Resounding Choice

Rob met with one of the founders of HR Knowledge, Inc., an outsourced provider of integrated, affordable HR services including payroll, employee benefits, and HR management for small- to medium-sized businesses. He liked what he heard. "They offered everything I was looking for. Their team has the experience and connections to negotiate insurance rates and the industry expertise to be a general HR advisor for any issue that comes up."

Today, Andover Audio relies on HR Knowledge to handle its full array of HR needs. With concierge-level client service, HR Knowledge provides the firm with a host of integrated services from hiring process management and general HR needs, to payroll processing, health and dental insurance plan design, rate negotiation, and renewals.

"The level of client service is terrific," says Rob. "We are made to feel like VIPs. The team is responsive, accurate, and pleasant to work with. Most importantly, they are a strong advocate for our company and our employees."