

# Client Success Story: BostonbeaN

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- Peter Johnson  
Owner



## HR Knowledge Keeps HR Function Well Grounded at BostonbeaN Coffee Company

Based in Woburn, Massachusetts, BostonbeaN Coffee Company is a distributor of premium coffees, equipment, and related supplies for the workplace. Since owner Peter Johnson bought the company in the late 1990s, BostonbeaN has grown to serve clients across eastern Massachusetts and southern New Hampshire.

### PEO Leaves Bitter Taste with BostonbeaN Owner

The company has never had a full-time, in-house HR person, and that function was always outsourced, Peter explains. “We used to work with a professional employer organization (PEO), but I was never quite sold on that service model. When they unexpectedly went out of business, they only gave us a 30-day notice. As you can imagine, that put us in a bind, and I had to scramble to find a new provider that could handle our HR, payroll, and employee benefits.”

While searching for a vendor, Peter met one of the founders of HR Knowledge, Inc. and was impressed by their unique service offering. They offered an alternative to the PEO model, in which the service provider takes over the company’s human resource and payroll functions. Instead, HR Knowledge provides integrated, affordable HR services on an outsourcing basis. These services include payroll, employee benefits, HR management, and a host of other offerings for small- to mid-sized businesses that lack the internal resources to manage the multitude of complex HR issues. HR Knowledge is a hybrid of two service models: the traditional payroll company (which handles only payroll) and the PEO, so clients get the best of both models.

“I was amazed by how quickly and seamlessly they transitioned everything over from the PEO,” says Peter. “They took charge of our HR and payroll processing and never looked back. Although they are not on-site, the HR Knowledge team is a very visible part of our company.”

### A Perfect Blend

The coffee company has been working with HR Knowledge for 11 years. With close to 40 employees, BostonbeaN relies on HR Knowledge to handle its myriad HR needs. With concierge-client service, HR Knowledge manages everything from the employee handbook and HR policies to payroll processing, health and dental insurance plan design, rate negotiation, and renewals.

“It’s like having a full-service HR department at your fingertips,” says Peter. “I could not ask for a better ally. They take good care of us.”