



TRION SOLUTIONS, INC.



SECTOR
HUMAN RESOURCES SERVICES

REGION
AMERICAS

Sixteen years after launching two companies that merged in 2012 to become Trion Solutions, the business has grown to become one of the top ten largest professional employer organisations (PEOs) in the US. A certified minority owned company, Trion manages payroll and taxes, benefits admin, workers' compensation and regulatory compliance for more than 500 US companies and their 45,000 employees. Trion Solutions, through its president and co-founder, David L Stone, was a national finalist in the 2019 EY Entrepreneur of the Year Awards. Trion's technology-rich, best practice client portal allows employers and employees to review and monitor payroll and benefits, providing clarity to internal processes. The advantages of working with Trion include no upfront charges and no long-term commitment. Trion's administrative fee is a small percentage of overall payroll cost and is billed incrementally through the year, making it easy on cashflow.

Trion's US clients range from small businesses with as few as five employees, to ones with more than 5,000. They are in many sectors – manufacturing, technology, retailing, services, education, healthcare and non-profit. Trion can also service non-US clients through its global partnerships.

Companies work with Trion to relieve the burden of managing HR admin and help them focus on their core business. Large businesses use Trion as an extension of existing HR staff to keep overheads low and efficiencies high. This includes recruiting and retaining talent, employee training and setting and enforcing policies and procedures.



Trion CEO and co-founder, Bonner Upshaw III

Trion's corporate headquarters are in Michigan, US with its client service and sales offices in Florida, Arizona and Michigan.

CHALLENGE

Trion's company slogan is 'Your vision. Made perfectly clear.' With this as its benchmark, Trion sought an independent review of its process documentation and workflow to further enhance its celebrated brand, culture and internal operations. The senior team was looking to raise its bar higher and ensure streamlined business continuity in all its locations.

"We already provided clients with world-class payroll and HR services focusing on policies, standards, laws, regulations and compliance but we will never become complacent. We realised that additional ways exist to push for excellence across the business and that our challenge was to determine further methods to enhance our already impressive growth," says Bonner Upshaw III, chief executive officer and co-founder.

SOLUTION

Other options were considered, but UHY Advisors, Inc., Sterling Heights, Michigan, US, convinced Trion that it had the experience, resources and creativity to help with the project. Trion already enjoyed positive relationships with senior UHY management including US chairman and CEO, Steven McCarty, who had supported Trion on potential mergers and acquisitions, as well as other strategic-growth initiatives.

"We worked closely with six of the most senior people from the UHY team who helped us customise our processes and procedures in our preferred format and provided invaluable recommendations on how to enhance our effectiveness," says Craig Vanderburg, chief operating officer.

RESULT

"Our work with UHY Advisors included a comprehensive evaluation of our company's performance, underpinned by measurable plans to help us maximise the fruits of our steep growth. Together, we enhanced our process documentation, identified controls and improved our processes and work procedures," says Craig. "Although the project is closed for now, we are implementing UHY Advisors' advice to enhance controls and efficiencies."

"The experience of the Sterling Heights team is significant, everyone works together to deliver exceptional results. They are friendly, easy to work with, dependable and approachable." Craig gives particular credit to UHY Advisors' Carrie Schrader, advisory and consultancy principal, and Joshua Kramer, lead project manager. "Both were extremely effective and provided great leadership," he says.

David L Stone adds, "All of us at Trion Solutions have a high regard for UHY Advisors and we look forward to working together on more projects in the future."

UHY IN THE HR SECTOR

Globalisation has brought numerous challenges for HR clients, with demands for more efficiency, scalability and agility than ever before. Add Covid to the mix, with constantly changing policies, standards, laws, regulations and compliance, and the case for practical, robust and sensitive advice has never been more compelling. UHY member firms help companies implement visionary yet pragmatic strategies aligned with the business plan but also keeping the need to plan for uncertainty front of mind.