

YOUR HR DIRECTOR

Pay As You Go Versus Monthly Contract

Lots of HR companies will try to sell you a pay-monthly contract. Some will try to get you to commit for very lengthy periods. There is a reason for this.

However [Your HR Director](#) operates differently, and we only bill you when we've actually done work for you. This can represent savings of hundreds of pounds a year.

We have many clients on our books who have come to us after being dissatisfied with the monthly contract approach. The most common reasons for this dissatisfaction are:

- A 'call-centre' style approach can mean you rarely speak to the same person twice, and clients have told us it's not much better than the ACAS helpline.
- Set on-site visits (even as part of the package) often have to be arranged too long in advance to be of any real use, because they're rarely going to be when you actually need them, especially when there is a need to react to urgent issues. Also, any special/extra ad-hoc visits can end up pushing the price through the roof.
- Complacent pricing systems and long contracts.
- The provider can rarely get to know you properly as people, and understand your company and how it ticks.
- As a relatively modest-spending monthly customer, with many HR companies you come fairly low down the pecking order when you have an emergency.
- The issues caused by the HR firm overtrading, spread too thinly, having too many customers on monthly payments because that was their sales strategy in the first place, and they can't cope.

Do you really want your staff relying on advice from someone in a headset in a remote call centre, who knows nothing about your business, maybe even reading the advice you have asked for from a computer screen?

In our opinion there are really only two main types of contract-style service, either a large company which would be impersonal and similar to what is described above, or if it's a smaller firm, they are unlikely to give you the attention you need (at the times you need it) for just a modest monthly fee unless you end up paying them more than the retainer.

As you can see from the above this is a subject we feel strongly about because we hold the firm conviction that monthly HR support contracts don't work in the way our clients really *need*, nor are they fit for purpose for a dynamic, growing SME.

They so often seem to end in disappointment, and whilst they can appear attractive because of the way they are sold, in practice we think they are often a false economy for the client, and can result in mediocre service at best.

Your HR Director was founded on the principle of providing the best, most immediate service possible.

We are not prepared to take client's money from them in exchange for doing no work.

www.yourhrdirector.com