



Pacific Construction

Arcoro Provides Construction-Specific Solutions Backed by Award-Winning Customer Service

[Pacific Construction](#) is a California-based contractor that specializes in designing, building and restoring commercial buildings. The company prides itself on having an experienced, knowledgeable staff. So, when Pacific Construction wanted to streamline its HR processes, it wanted to work with an HR tech company with the same values. It chose Arcoro.

Both Arcoro and Pacific Construction are driven by a people-first mentality and a respect for clients built on the tenets of listening, collaborating and solutioning. What set Arcoro apart from the competition was how Pacific Construction felt heard.

The Challenge

Pacific Construction needed to modernize its workforce management. The company wanted a way to automate its HR processes to become more efficient, without using disparate systems that simply didn't work for construction.

"I am all about streamlined, easy processes that avoid repetition," said Ariana Chavez, HR administrator at Pacific Construction. "As an HR professional, I do not want to spend a lot of time on the computer or my HRIS. I want to focus on our staff and company and our growth overall."

But Pacific Construction also wanted a solution that specifically worked for its specialty contracting business.

Big box solutions from other well-known workforce management vendors were too general and Pacific Construction was tired of dealing with sales reps who didn't understand its unique needs. Pricing tiers were too inflexible, contract terms were too strict and any understanding of the construction-specific challenges simply wasn't there.



Goals

- ▶ Automate HR Processes
- ▶ Eliminating Disparate Systems
- ▶ Construction-Specific Solution

Results

- ▶ Streamlined HR Processes
- ▶ Award-Winning Customer Support
- ▶ ROI with Safety & Compliance Solutions

Solutions Used

- ▶ Core HR
- ▶ Applicant Tracking System
- ▶ Onboarding
- ▶ Performance Management
- ▶ Safety
- ▶ Succession Planning
- ▶ Arcoro ExakTime



The Solution

Arcoro was able to provide Pacific Construction with a suite of HR products that meet its specific needs, like recruiting, development and managing day-to-day employee tasks, like more efficient payroll.

Ongoing Customer Support

But one of the most important benefits that Arcoro provided was excellent customer care.

"I've used other HR software companies, but they're all kind of similar [in how they manage their customers]," said Chavez. "With Arcoro, we felt listened to by someone who genuinely cared about our success, versus a rep who was just doing their job."

Arcoro provided expert guidance through the sales process but also during implementation. Whenever questions or concerns arose, an Arcoro expert was there to guide the Pacific Construction team.

"With Arcoro, we felt listened to by someone who genuinely cared about our success, versus a rep who was just doing their job."

"When we ask for something, [Arcoro] actually listened and provided what we asked, as opposed to other companies who tried to fit us into their system and pricing schemes," said Chavez.

Streamlining HR Processes

By bringing all HR processes into one system, plus reassuring guidance from Arcoro's experts, Pacific Construction was able to see all costs transparently and find ways to save money.

Pacific Construction was able to take advantage of the safety and compliance aspect of the Arcoro solution, as well as ACA, showing Arcoro's construction focus would really benefit how the company needed to operate to stay profitable.

"Arcoro understands job costs and job allocation," said Chavez. "It makes it easy; it eliminates double work."