

KNOWING WHAT SERVICES YOU GET FROM A Large PEO vs. a Small PEO

When it comes to PEO services, bigger isn't always better. The large PEO services offer tiered services and HR support through payroll processing, healthcare, and retirement benefits – but at a sacrifice of customer service.

PEOs of all sizes can provide HR support and services – so it's the little differences in how they handle these services that help you determine which is right for you.

Let's take a look at how services differ between Large PEOs and Small PEOs.

How Large PEOs Handle their Services

Large PEOs manage their services through a structured, often standardized approach. They rely on scalable systems and processes to deliver services efficiently. The specialized departments within large PEOs handle different service aspects, from payroll processing to compliance management, ensuring expertise across all service areas.

What You Get from a Small PEO

Working with a smaller PEO like Central Staff Services, Inc. gives you access to these same benefits – plus many more!

Here are some of the benefits you get from working with a smaller team:



Personalized Customer Service

Small PEOs often offer more personalized, one-on-one customer service, ensuring that client needs are closely understood and met with tailored solutions.



Flexibility and Customization

Unlike larger PEOs where service packages can be standardized and rigid, small PEOs are typically more flexible, allowing for customized service packages that better fit the unique needs of each business.



Quicker Response Times

Small PEOs usually have shorter communication channels, which translates to quicker response times for client inquiries and issues.



Deep Understanding of Local Markets

With a more focused operational scope, small PEOs have a more nuanced understanding of local markets and regulations, providing more relevant advice and services to their clients.



Stronger Relationships

The smaller client base of a small PEO allows for the development of stronger, more personal relationships between PEO representatives and their clients, leading to higher satisfaction levels.



Greater Accessibility to Senior Leadership

Clients of small PEOs often enjoy easier access to senior management and decision-makers, enhancing communication and allowing for direct feedback loops.

That's the CSS Difference

Every business is unique – which is why we develop customized options and flexible services to tailor HR and payroll solutions to your needs. Companies are built on people and putting them first is our business model. At CSS, we believe in human connection and have an active role in our community, partaking in local fundraisers and community service to forge our relationships..

Our customer service is built on that sense of connectivity – which is why we have ZERO automated attendants on call. You'll always receive one-on-one service whenever you call.

Give us a call today to find out. **1-866-373-1118**

