



MARTIN FEDERAL CONSULTING

MartinFederal Consulting is an innovative technology company with four distinct lines of business: cyber and systems security, enterprise and IT support, intelligence services and programmatic. It's an 8(a) minority Service-Disabled Veteran-Owned (SDVOSB) certified Small Disadvantaged Business (SDB) with 26 employees, and it works with the government to offer infrastructure and operations support as well as systems engineering and technology solutions.

CHALLENGE

Human capital management is a critical part of any successful business, but MartinFederal's first payroll vendor ended up creating more work for the company, not less.

Corey Martin, owner of MartinFederal, encountered many problems with MartinFederal's first payroll management partner. The vendor couldn't get any part of the system correct, and even keeping up with accrual rates and documenting vacation paid time off were challenges for MartinFederal's HR vendor. The HR infrastructure MartinFederal had to rely on was a system of spreadsheets.

The company's customer service was also a problem. Corey said whenever they had a problem with the system, their calls would get routed across the country, and the company couldn't rely on speaking to the same customer service representative that they had spoken to before.

SOLUTION

MartinFederal needed an HR solution that was integrated and took work off of the company's shoulders, and it found the right software through Triton HR. MartinFederal decided to utilize Triton's human capital solution, an intuitive platform that gives the company's employees direct, instant access to their direct deposit slips and information. With no need to invest in anything but Triton's solution, the switch over to the new human capital and payroll system was easy and fast.

RESULTS

According to Corey, the benefits of working with Triton have been numerous. Not only was the switch easy, but Corey said the solution handles every single thing MartinFederal needs to take care of. The comprehensive solution doesn't miss anything in regard to the company's human capital management.

In fact, Triton's software is so efficient that it allowed MartinFederal to eliminate some of its other subscriptions, such as the resume and recruiting database the company had been using for years. According to Corey, he didn't realize that Triton was the answer to everything until the company was using the system. MartinFederal was able to cut costs by leveraging Triton's full human capital solution, and the company saw more of a return on investment than it had been expecting because of it. Corey even said having Triton as part of MartinFederal's infrastructure has allowed the company to expand to other areas of the U.S.

Yet higher ROI wasn't the only positive result from working with Triton – resume management and worker morale also improved. MartinFederal is now able to vet, accept and manage applicants' resumes, making it easier for the company to recruit top talent.

"Since implementing Triton's human capital solution, we have cut our costs in more than half and raised the morale of our employees – they have truly been an awesome partner," Corey said in praise of Triton.

But it might have been Triton's top-notch customer service that really sealed the deal for Corey. Whenever the MartinFederal has a request or needs help with their payroll system, Corey knows the request will be handled by one person every time and will be completed either on the spot or within an eight-hour time period. With one quick phone call, Corey can talk to someone who knows his business and its individual needs - something that makes a big difference.

"I give it a 15 out of 10," Corey said about Triton's customer service.



Triton HR

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