



Climate Control Heating and Cooling

Focus on Customer Service

For eight years, James Parsons has been the operations manager for Climate Control Heating and Cooling. The company, which serves 2,500 regular maintenance agreement customers, and over 30,000 customers in the Kansas City, Mo area, differentiates its self from the competition with its steadfast commitment to providing superior service. They also go the extra mile to ensure a strong culture for their employees. With ADP TotalSource® in his corner, James can devote more time to customer service and employee relations—and less time on HR-related functions.

ADP® offered the best overall outsourcing package

We're a residential and light commercial heating and cooling company. There are several things that make us unique. We offer a same day or next day service guarantee and an upfront service contract. We also pride ourselves on fixing construction problems—projects that were done by other companies that were not properly installed. The company has an ongoing involvement in the community, and there are a wide range of things we're involved with. These include youth sports, financial support to local schools, parades and our "comfort bear" mascot. We have a very strong employee culture at Climate Control Heating and Cooling. We do a lot of team building and outside work activities, such as sporting events and family parties. We even have a local farm that we own.

When I started I felt it was important to keep our home office people focused on the growth of the business. This meant everyone would be hands-on for our customers versus having a designated person handling all of the HR

James Parsons
Operations Manager



Name	Climate Control Heating and Cooling
Industry	Heating and cooling
Employees	31
Locations	1
Headquarters	Liberty, MO
Website	climatecontrolkc.com

Business challenge
Assistance and guidance with HR.

How ADP helped
ADP® HR outsourcing provides ongoing support to both senior management and the company's employees.



responsibilities. That led us to outsourcing HR. We considered a number of companies, and they all brought something different to the table. We ultimately selected ADP®, as we found they offered the best overall package and the level of support we were looking for. In addition, the price point was right where we needed it to be. Given their size, ADP had a lot of experience with other service-related companies. They were well versed in some of the trials and tribulations companies like ours deal with, and they had specific recommendations to assist us.

Benefits for the company and our employees

The best part about ADP outsourcing is that when there's a question, we can call a person to help us with the answers right then and there. I have a strong relationship with our ADP HR business partner, and we communicate quite a bit. Some of my questions relate to disciplinary or performance items. There are also unique situations where I need to run it by ADP to make sure I'm within the compliance guidelines. With P&L, ADP offered us some cost savings versus our previous vendor.

From a technology perspective, everyone utilizes the ADP online portal. Our employees use it for everything from signing up for benefits, establishing a health savings account, investing in the 401(k), and more. They can also call ADP MyLife AdvisorSM to get quick answers to their questions. What's more, ADP offers a number of perks and benefits for our employees. Our ADP business partner recently visited the office to educate our employees about some of those benefits, such as savings on cell phones, insurance and hotels, to name a few.

To sum up my experience with ADP HR outsourcing, they're available when I need them. It's very easy to make a phone call and get all the information you need. One of the best aspects of our relationship is the communication aspect. Not just for me, but for our employees as well.

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