

SixFifty Case Study | ServiceMaster

# Seamless Scaling: How ServiceMaster Utilized SixFifty to Stay Compliant Amidst Acquisitions



# ServiceMaster + SixFifty

When fires, floods, and earthquakes hit, the ServiceMaster team is first on the scene. As a disaster cleanup company, staying calm in the wake of calamity isn't just their job—it's their top priority. Although they encounter risky situations every day, they aren't taking any chances when it comes to compliance with employment law.

## Scaling from 1 to 13 states with ease

When ServiceMaster went through a major acquisition earlier this year, they knew they needed help researching compliance information on hiring and separation in different states across the country. After all, the company went from having employees in just one state (California) to 13 states spanning from coast to coast. The bevy of new remote workers meant they'd need to create compliant hiring kits, but the job was simply too much for their HR manager, Keisha Wright, to tackle on her own.

Due to these constraints on time and resources, Wright said the company initially thought about hiring a consultant to research and create each state hiring guide.

"We were at that stage of needing someone to tell us exactly what needs to go in each packet and to make sure that we were compliant in each state," Wright said.

### ServiceMaster HR Quick Facts

**800+** employees

**23** states

Complete **Employment Docs** suite

Of course, the move would've cost a pretty penny. Fortunately, Wright came across SixFifty before they took action.

"The cost of SixFifty [for a year] was less than one month of a consultant to do the same work," Wright said. "I had a million other things I needed to do so this gave me something I could trust to find the information and pull it together. It was just so easy."

Considering the value, the timing, and the cost savings benefits, a tool like SixFifty seemed heaven-sent. ServiceMaster was hooked by SixFifty's Hiring and Separation Docs, and the Employee Handbook Module served as the cherry on top.

"We were trying to figure out ways to save time," Wright said. "Plus, we get a new handbook out of this—and all the ongoing updates!" said Wright. "It was exactly what we were looking for."

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**— Keisha Wright, Human Resources Manager**

To date, the ServiceMaster team has used SixFifty to create three universal employee handbooks for California, New York, and New Hampshire, along with addendums for 10 other states. SixFifty's intuitive automation technology has effectively streamlined what was once a time-consuming, laborious process.

## Simplifying ServiceMaster's hiring and separation processes

"The Hiring Kit makes it so easy for us to pull what we need for each state where we hire or acquire," Wright said. "I need to know what the laws are when we expand into new states."

Now, the company is up to date on the laws and regulations in every state where its employees reside. If the law changes, they'll get a notification outlining the details, along with a recommended course of action.

"The information we get in the Hiring Kit is just enough," Wright said. "It's not overloading us. It's just enough for us and it's simple, plain English."

SixFifty's Q&A-style interface makes navigation a breeze. Wright has seamlessly integrated the Employment Docs platform into her regular workflow. Sophisticated document generation does not have to be complex; its user-friendly functionality allows ServiceMaster to be confident in their compliance.

"I love that the Q&A platform pre-populates my answers using information from the last time I used the tool. It really helps me to be even more efficient with my time," Wright said.

Wright said that all of SixFifty's employment tools are invaluable, especially since the organization had concerns about staying updated on how to handle employee separation across so many states. She said the format is concise and straightforward—just the way she likes it. "The Separation Kit helps us easily handle sensitive state issues like terminations."

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## Take the guesswork out of employment documents

ServiceMaster anticipates more acquisitions on the horizon, meaning the HR department will only have more state employment laws to keep up with over the years. Luckily, Wright and her team are confident they'll be ready to seamlessly scale—and stay compliant—when the time comes.

"I've been finding out what works for us with our handbook. How long do I want it? How many states do I need? SixFifty makes it so easy for me to use—I can just create, create, and create," said Wright.

It's time to take the hassle and guesswork out of employee handbooks, hiring and separation kits, and other legal documents. [Request a demo](#) today to see how SixFifty's simple question-and-answer format can give you top-tier legal expertise with speed and cost efficiency.