

Pirotta Services Commercial



Who are you and what does your business do?

I'm Cameron Pirotta, Pirotta Services Commercial. We're commercial builders and we specialise in any commercial construction, fit-out and maintenance.

How long have you been in business?

The business has been going for 9 years, prior to that the initial business, which was parents was established in 1995 – so nearly 31 years.

Why would a potential customer/client choose you over a competitor?

Because we are a small enough business, that still has our finger on the pulse with medium-sized business structures. The people we employ are all engaged and they're all capable. The proof is in our work. You're only as good as your last job.

I still go to site a fair bit and I've always tried to maintain the name for the past 31 years.

What brought you to Happy HR? What problem(s) did you face before using us?

First, it was keeping employees on the straight and narrow, then I realised it was more about being transparent with what is expected

Why did you choose us over other providers?

Yeah, so there is plenty and I did search around. And there was a couple of factors where I could do a lot more online. And I liked, Chris as well.

I like to be in business where I won't always annoy the director, because I won't always be annoyed when my staff are on it, but to know that if, you know, push comes to shove and there's a major issue, there's some sort of contact there.

And him giving me a personal introduction to his HR managers, I understood once we started the process, I knew we were going to be looked after.

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When going through the initial demonstration and consultation process, what stood out to you as something that would really help your business?

The structure.

It helped me understand HR management a lot more. It's got its own little workflows and with the HR coaching I've been getting along the way.

And the fact I can lean on somebody else to get contracts done, that all of the policies are already there. Last year, I started to really get into creating new policies and things like that.

We were using the Master Builder's free HR management.

It just got you into trouble, because it's only free consultation. So, you only get it when they've got time.

If we had to narrow it down to just one thing, what was the most appealing part of Happy HR for you?

The contracts, absolutely. I still don't do it sometimes and I'll reach out Jenni quite a bit and she'll just get it done. It saves me time I don't have.

How did you find the setup process with our HR team? Did they give you peace of mind around your HR compliance?

It was seamless and peace of mind. We have a lot of software and subscriptions that we're using and the onboarding for Happy HR was the most seamless and easiest one to jump into. It was also very supportive and methodical with the team saying, "You are going live on this date, you have to have these documents and such to us."

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How is are the HR operations and processes in your business now compared to before Happy HR? (Pick up on what problems they had and reframe here)

Complete 180. It's given me so much more time back. It gives me confidence to take on more people.

So, now if I realize with the org chart, if I need additional staff to cater for a few things. I know where the triggers are, so I can put the ads out to find more staff.

I've been using the recruitment engine as well. I'm constantly interviewing people because if there is high turnover in our industry, you don't always get proper warning that somebody's going to pack up and leave, so I've always got to have a replacement ready.

If there was a business out there that knew they needed work on their HR compliance and processes, what would you say to them about Happy HR?

I reckon I've referred 4 or 5 people to Happy HR and they're using it. Just get it and learn along the way.

Is there anything else you'd like to add?

You just learn along the way, and you get the support, and just jump into it, and you don't know what you don't know.

There's not enough education out there for small business owners when you can start a business, but when you don't know how to manage your HR.

With trying to keep up with current legislation, you just can't do it, you can't keep your head around it.

Just do it, it's been great for me, it's been great for the business, it's given me so much time back.

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The best part about it is I've learned to communicate what the metrics are with the employees from the start. And then you all share the same goal. So, at the end of the day, it's all about creating communication within the business from each department and each employee, and everybody knows, where they stand and what they're required to do.