



Case Study: Center for Social Innovation (C4)

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- Nayenday Thurman
Director of Operations



HR Knowledge Offers One-Stop Shop for Mission-Oriented Organization

The Center for Social Innovation (C4) is transforming human services for people with the greatest needs. Based in Needham, Massachusetts, C4 provides government, business, and social service organizations with practical training and innovative technologies to better address some of society’s most complex problems such as homelessness, mental illness, substance abuse, and community violence.

Finding the Ideal HR Solution

When C4 sought to outsource their HR program to better support their recent growth – from 25 to 45 employees – they wanted a provider with a hands-on, service-oriented approach. According to Director of Operations Nayenday Thurman, “As C4 grew, our HR needs evolved, and we wanted to work with a one-stop shop that could effectively manage all our employee benefits, HR policies, and compliance programs. We were looking for a company that could become an extension of our organization.”

Nayenday discovered HR Knowledge, Inc., a Mansfield, Massachusetts company that provides integrated, affordable HR services, including payroll, employee benefits, and HR management. “HR Knowledge met all of our criteria,” says Nayenday. “They act as our benefits broker and they process and administer our full employee benefits program. They are a trusted HR advisor, handling everything from compliance to COBRA to our employee guide.”

An Innovative HR Partnership

Working with HR Knowledge, C4 has been able to improve their total HR function. Nayenday can focus on her organization’s overall operations, without being burdened with HR administrative tasks. She is also relieved of dealing with today’s complex HR compliance issues. HR Knowledge keeps her up to date on the latest regulatory changes and deadlines, saving her time and minimizing legal risk. Outsourcing to HR Knowledge has also saved C4 significant overhead costs.

As part of the program, C4 benefits from HR Knowledge’s signature concierge-level client service. “I am incredibly pleased with the overall service and responsiveness of everyone at HR Knowledge,” says Nayenday. “I always get a live person when I call or someone calls me back within a few hours. It seems that everyone, from the principals of the company to my client account manager, is just a quick phone call away. I feel very well supported, and as a result, I can do my own job more easily and C4 can focus on its social mission.”