



## HR as a Service (HaaS)

### Zarraffas Coffee Stores

#### Who are you and what does your business do?

Jordan Wyborn – Zarraffas Coffee Stores Franchisee of the Year 2023.

#### How long have you been in business?

7.5 Years

#### What is your business' 'point of difference'?

There's a few.

How much we value our staff and our teams. We care about them and their happiness and their career progression.

We are very serious about providing an excellent customer service experience each and every time.

#### What brought you to use Happy HR's HR as a Service?

The peace of mind to ensure compliance. So much changes in our industry and it can be hard to keep up. I really don't enjoy dealing with HR matters and I am so busy, so the ease of passing off HR to someone I trust is priceless. The support Happy HR provides is amazing and extremely reassuring.

#### What problem(s) did you face before using us?

Lack of time. Happy HR has given me back so much time because I don't deal with nearly as much HR as I used to.

#### How would you describe the support provided?

Haas has really provided a new level of support. I cannot speak highly enough of the support provided every single week. I feel like I have an internal HR Manager.

Having a HRIS is one thing but adding the HR support is a whole new ball game.

I use Happy HR intensely and as much as possible because I can't put a price on time.



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I wanted to build a relationship with someone who gets to know our business and the team at Happy HR has really earned my trust. I feel confident I can pass anything HR related to them and they will act in my best interest.

#### **Please detail a 'stand out' moment during our support.**

Every time I get on the phone is a stand out moment. It's the reassurance that we have someone on the other end of the phone supporting us. This is key. Fast acting and great advice.

#### **If we had to narrow it down to just one thing, what is the #1 benefit to using Happy HR as your 'internal HR'?**

Getting time back in my day.

#### **How are the HR operations and processes in your business now compared to before we started the bespoke support?**

Much more streamlined and seamless. We were very manual before. We implemented Happy HR and then HR as a Service almost 2 years ago. I couldn't be without it now. Happy HR has built great relationships with our teams and really know our business. I trust them 100%.

#### **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's HR as a Service?**

I tell everyone about HHR and the benefit it has given us. You can't put a price on the service and I really feel you'd be silly not to go down this path.

#### **Is there anything else you'd like to add?**

Just that Happy HR is amazing and I don't know what we'd do without you.