



PARTNER CASE STUDY

**Lockton & SyncHR** partner to help  
FLORIDA CANCER SPECIALISTS  
prepare for massive expansion

# Florida Cancer Specialists

## PREPARING FOR A MASSIVE EXPANSION



Founded in 1984, Florida Cancer Specialists and Research Institute has grown into the largest independent medical oncology/hematology practice in the United States. With continued growth and aggressive expansion plans, FCS needed both a Human Capital Management solution and partner that could grow and scale with their increasingly sophisticated and complex workforce management needs.

### Challenges

After several years of rapid expansion and growth, FCS began to realize that they were spending an exorbitant amount of time and energy managing their growing workforce. Their solution wasn't scaling. Processes were highly manual. Data was difficult to collect and report on. Employees were showing up to hospitals and being told they had no benefits. Even more concerning, they weren't getting the help and support they felt they needed from their longtime vendor, Ultimate Software. In order to keep up with the company's growth and expansion plans, FCS needed to find a new technology and a vendor they could partner with.



**Human Resources**



**Benefits**



**Payroll**



**Time & Attendance**



**Employee Self Service**



**Recruiting**



**Reporting & Analytics**

## Solution

After making the business case for change, the company began soliciting all the major vendors in the marketplace. One of the early things FCS evaluated was each vendor's responsiveness to their initial sales inquiry. "If they didn't respond quickly during the sales process, we were pretty sure they weren't going to respond to our needs after the sale," explained Daniel Farrar, Associate Director of HRIS at FCS.

The company quickly narrowed its selection to three or four vendors, including SyncHR. SyncHR's modern cloud platform, extensibility and intuitive user interface quickly separated it from the competition. Moreover, SyncHR was the only vendor truly interested in understanding FCS' business and unique challenges.

"I wanted to be 'partnered with' instead of 'sold to.' I didn't want a typical vendor-client relationship," explained Farrar. "We had a vendor relationship before with our old solution, which is why we aren't with them today. It's the vendor-client relationship that I detested."

Once formally selected, the SyncHR-FCS relationship went into hyperdrive. The SyncHR team worked closely with FCS to outline an aggressive 90-day implementation. This included cleaning, organizing and migrating all their legacy data, connecting SyncHR to all their back-end systems, and configuring the system to streamline internal workflows and processes. SyncHR also worked closely with FCS' partner, Lockton, to ensure a seamless benefits migration for employees.

Within weeks of the implementation kick-off, FCS managers and employees began learning, configuring and testing the new system.

## Lockton & SyncHR

SyncHR partners with leading Insurance Brokers and HCM Consultants, providing industry-leading HR, Payroll and Benefits administration for their clients. Like Lockton, SyncHR functions as more than an HCM vendor, but a true partner that's invested in the success of their clients.

*"With the increased functionality SyncHR provides, we anticipate our employees and physicians will have a more seamless and user-friendly experience. We recognized that we needed a business partner, not just software vendor, and SyncHR's commitment to FCS has been demonstrated every step of the way. We look forward to a long and mutually beneficial partnership."*

**Todd Schonherz**  
Chief Operating Officer



Watch the SyncHR  
**Solution Overview**