

CASE STUDY: RLM COMMUNICATIONS

Company Profile

- RLM Communications, established in 2004, is the premier supplier of Department of Defense telecommunications
- Winner of the Fayetteville-Cumberland County Chamber of Commerce Business of the Year Award
- Revenues Projected in 2009: \$20 million
- Revenues in 2008: \$11.7 million
- Current workforce Size: 150 Employees

Business Situation

As a result of extensive growth in the marketplace, RLM Communications' workforce was growing at the rate of 40% within a 12 month period. Top management wanted to ensure that its human resource management systems were keeping pace with its positive market growth.

Technical Situation

RLM Communications' human resource systems and procedures needed to be validated, and new HR protocols needed to be added to ensure the company's compliance with various governmental regulations. In addition, the executive team wanted to find the best practices in the areas of equal employment opportunity, compensation, and employee relations.

Solution

Washington & Company conducted a job analysis on all the positions within the company to ensure that each position was properly classified, categorized, and described. Then Washington & Company conducted a market compensation study to ensure the proper alignment of the salaries of employees and the marketplace. Complete job descriptions and organizational charts were created to assist our client in their workforce planning process.

In the areas of policies, procedures and programs, Washington & Company audited all the employment policies, and searched for legal liability for the client. Several new policies were created that provided more protection for our client. Next, an affirmative action plan was developed for the client to bring them into compliance with the federal law.

Benefits

Based on the work of Washington & Company, RLM Communication is in full compliance with the federal laws; their policies and procedures are aligned with the organization's mission; and the staff has a clearer understanding of their role and function.



In addition to the positive organizational benefits, Washington & Company provided financial benefits to RLM Communication by finding a \$38,000.00 tax credit based on its workforce composition.

Commentary from the CEO:

“Washington & Company helped us to enhance our human resources system in various ways, from ensuring and in some areas establishing our compliance with all the Federal and State employment laws for contractors and to also finding us \$38,000.00 in tax credit based on our workforce composition. Washington & Company greatly expanded our education about the various Federal and State employee and workforce compliance requirements. The consultants of the firm thought about the problems and issues from my perspective. They were genuinely concerned about finding the best solutions and options for RLM Communications. In addition, they were sensitive about my staff's time and our business objectives.”

-Randy L. Moore, President/CEO

To learn more about this client, please visit their website at: www.rlm-communications.com