How H2R's 'HR Machine' Helped In-House Solutions Achieve Scalable Success.

Results at a glance

$20,000
annual savings on group benefits by switching providers

10%
increase in Processes & Resources scores in employee engagement surveys

8%
increase in Senior Leadership & Communication scores

7%
increase in Work Environment/Team scores

Company Background

In-House Solutions is the primary reseller of Mastercam software for CNC machines in Canada. A second-generation family-owned business, it's been supporting the manufacturing sector nationwide since 1988. Today, it employs a team of 50 people working remotely across the country. The software company has also developed their own post processor product and provides training, technical services, and professional support to manufacturers. Alongside their core operations, the leadership team is also growing a second business, hireCNC.

Challenge

For many years, In-House Solutions kept HR *in house*, relying on internal staff to manage day-to-day tasks. As the business shifted post-COVID, the leadership team realized they no longer needed a full-time HR generalist. But they knew HR was too complex and critical to leave unmanaged.

In-House co-CEO Alison House brought extensive HR experience to the business and had supported these responsibilities in the past. When her focus shifted to operations and finance, HR processes gradually became more reactive than proactive.

Without dedicated HR support, employee questions about benefits or policies took longer to resolve, and compliance updates kept getting delayed. Even small oversights in compliance or policy updates could quickly become costly, both financially and operationally.

Leadership also wanted to see stronger employee engagement scores, knowing that higher engagement directly impacts retention, productivity, and overall company culture.

The team was juggling immediate HR needs as well as strategic, longer-term planning and needed a solution for both.

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"We've had great feedback about Kathy at H2R and her response time. She's easy to communicate with, and I know our team is comfortable working with her. She's reliable and gets back to employees quickly. She takes the time to make sure everybody's taken care of."

Alison House
Co-CEO, In-House Solutions

They outlined several key priorities:

- **Compliance risk** – Employment legislation updates, health and safety policies, and accessibility standards (AODA) all required monitoring and updates that weren't being addressed, exposing the business to potential fines and costly disruptions.
- **Manual systems** – HR processes were still run through email or paper files, creating inefficiencies that wasted time and increased administrative overhead.
- **Employee confidence** – Leadership recognized the importance of offering employees a neutral third party for confidential HR discussions, knowing that stronger trust and engagement improve retention and reduce rehiring costs.
- **Benefits and rewards** – Their benefits offered by their existing broker were outdated, and costs were increasing and cutting into profit margins.
- **Scalability** – Leadership needed a solution that could flex with the business: adding support during periods of change, and scaling back as needed to keep costs under control.

The leadership team knew they needed HR expertise, but not a permanent, in-house hire. Outsourcing offered a way to get the right balance of tactical support, compliance coverage, and strategic HR without the overhead.

Solution

A trusted colleague recommended H2R Business Solutions to Alison, praising their reputation and competitive pricing. After meeting with H2R, In-House Solutions was confident they had found a partner that combined deep expertise with scalable support.

H2R assigned Kathy, a seasoned HR consultant, to serve as the dedicated lead for In-House Solutions. From day one, she worked as an extension of the team, while also bringing the expertise of H2R's network of specialists.

- **Together, In-House Solutions and H2R prioritized urgent issues for the first year, while also mapping out a longer-term HR strategy.**

Step 1
Assess and Prioritize

Using H2R's proprietary HR Assessment Audit Tool, Kathy identified gaps in compliance and outdated processes. Together, In-House Solutions and H2R prioritized urgent issues for the first year, while also mapping out a longer-term HR strategy.

Step 2
Strengthen Compliance and Policies

- Updated and rolled out the employee handbook to reflect new workplace standards.
- Formalized onboarding and offboarding processes to improve employee experience and reduce compliance risks.
- Re-established a health and safety committee and implemented WHMIS and AODA training to take place annually.
- Standardized policy distribution, tracking, and acknowledgment through the new HR system.

Step 3
Modernize HR Systems

- **HRIS and Payroll**: Kathy led the selection and rollout of ADP, a full HR and payroll system that replaced outdated manual processes. Employees could now request time off, view pay stubs, and access records through an easy-to-use app. This upgrade improved the payroll experience and saved managers time while streamlining compliance.
- **Automation**: Processes once handled through spreadsheets and email were automated, reducing errors and time spent on administrative tasks.

Step 4
Optimize Benefits and Rewards

- Conducted an employee survey to identify gaps in the existing plan.
- Switched to a new benefits broker and provider, adding vision care, expanded mental health coverage, and a health spending account.

Step 5
Flexible HR Support

Kathy initially worked with the business two days a week to tackle the backlog of compliance updates, systems implementation, and policy revisions. Once the foundational work was complete, support scaled back to one day a week, which included weekly check-ins with Alison.

Step 6
Strategic and Tactical Guidance

Beyond systems and policies, Kathy quickly became a trusted advisor on sensitive employee issues, hiring needs, and strategic planning. As a neutral third party, she gave employees confidence and offered the leadership team objective, down-to-earth advice they could act on.

"The biggest benefit for us is the confidence we have in H2R's skills, abilities, and the HR machine that they have behind them. It's not just one person on an island trying to do all these things. As a team with the resources that they have, you feel like you're getting more for what you're paying, simply because there are more people, with different backgrounds and different experiences in the business."

Alison House
Co-CEO, In-House Solutions

Results

By partnering with H2R, In-House Solutions gained the strength of a full HR team, backed by deep expertise, while only paying for one outsourced consultant.

In-House Solutions achieved measurable improvements in compliance, efficiency, and employee satisfaction, while freeing up leadership to focus on business growth.

Key Outcomes

- **Compliance & Risk Mitigation**: H2R now proactively manages and automates policies, training, and legislative requirements, reducing the risk of errors or fines.
- **Technology Upgrade**: Transition to ADP gave employees self-service access to HR tools and streamlined payroll, eliminating outdated manual processes.
- **Cost Savings**: Negotiating with a new broker delivered $20,000 in annual benefits savings while improving coverage.
- **Employee Satisfaction**: Survey results from 2022 to 2024 showed consistent increases in employee engagement and satisfaction. While In-House Solutions' strong leadership team played a central role in driving culture, H2R's support in formalizing HR processes and resources contributed to meaningful gains in areas like Processes & Resources (+10%), Senior Leadership & Communication (+8%) and Work Environment & Team (+7%).
- **Leadership Focus**: Alison is free to focus on operations, finance, and growth initiatives for both In-House Solutions and hireCNC.
- **Scalability**: HR support scaled from two days per week during heavy implementation phases back to one day per week in maintenance mode, providing flexibility and cost efficiency.

Most importantly, the partnership with H2R gives In-House Solutions confidence that HR is fully managed and optimized.

As both In-House Solutions and hireCNC continue to grow, they know their HR needs will evolve. With H2R as a partner, they can flex support up or down as required, confident that compliance, benefits, and employee experience remain in good hands.

By partnering with H2R, In-House Solutions is able to focus on strategic growth while providing employees with modern systems, clear policies, and responsive HR support.

"As we have more employees, as we venture into different areas, taking on different products and growing the business, I know that H2R is able to be flexible beside us. It's hard to say exactly what the future will look like, but I feel confident that they'll be able to provide a solution."

Alison House
Co-CEO, In-House Solutions