

High Growth, Low Maintenance

ClearCompany fuels rapid expansion
for a major provider of plumbing,
electrical, and HVAC services

- ✓ The Master Trades Group now manages nine different sub-brands providing plumbing, electrical, and HVAC services to thousands of customers.
- ✓ In the past four years, their number of employees has grown by over 10x.
- ✓ ClearCompany's powerful talent tools allow them to recruit and onboard efficiently and develop employees for long term success.
- ✓ Additionally, ClearCompany's tools integrate seamlessly with their payroll provider, ADP.



We've been able to take a smaller business and prepare ourselves for this rapid growth and it has really shown how scalable ClearCompany is. It worked for us very well when we had 150 people, it's working for us very well at 1,600, and I imagine it'll still be working for us at 3,000.



Morgan Fagone
Regional HR Manager



The Client

With nine different subsidiaries offering plumbing, electrical, and HVAC services across numerous states from the midwest to the east coast, The Master Trades Group is quickly becoming one of the largest residential services providers in the U.S. Their rapid expansion in recent years requires a steady flow of skilled tradespeople that they need to efficiently recruit, hire, and retain.

The Problem

Over the last four years, The Master Trades Group has broken ground on a number of new locations and engaged in a series of strategic acquisitions that has grown their workforce from 150 to over 1,600 employees! They've achieved a great deal of success in a short amount of time, requiring them to continually hire and onboard new team members, while keeping the HR team at a reasonable size. And they've done it all in a period where the U.S. is seeing a critical shortage of skilled trades workers, making it harder than ever to find top talent.



The Solution

Through this entire process, The Master Trades Group has relied on ClearCompany's powerful, flexible talent tools to hire and onboard in multiple regions across all of their brands. ClearCompany's intuitive, mobile-friendly interface is the perfect solution for candidates who are often out on the road providing critical maintenance services. Advanced tools for interview scheduling, texting, and shared candidate notes help streamline the talent process, and ClearCompany's own integrated background checks save recruiters time and effort, allowing them to facilitate hiring for an entire region.

Once hired, paperless online onboarding helps employees complete required paperwork and start contributing on day one. Powerful, customizable performance and engagement tools allow them to conduct and track one-on-one meetings, 90-day reviews, annual reviews, and so much more. And it's all tied together with ClearCompany's industry-leading ADP integration.

"Having the integration with ADP means that every time we make a new requisition, we have every single job title that's available to us, every single location that we can choose from, every single department, straight from ADP. On the onboarding side, we have the forms that the employee has filled out transfer the data directly over to ADP, saving our admins a lot of time."

“

We know that our technicians in the field, they're not going to sit down in front of a computer. They need something that's mobile, user-friendly, and that's very quick and easy to navigate. So I really think the user experience was the biggest draw for us.



Morgan Fagone
Regional HR Manager

The Results

Now, The Master Trades Group has a modern, efficient recruiting pipeline for all of its subsidiaries. They also have a complete compliance solution, with all candidate and employee records in one place, accessible at the touch of a button. Their forward-looking performance, engagement, and goals toolset will help them develop current employees into their next generation of leaders. And any future needs are supported by their dedicated Customer Success Manager. ClearCompany is there to provide a high-value, low-maintenance solution for their maintenance professionals.

"We lean pretty heavily on our CSM and she has been an integral piece of support, especially as we hire new people in our team and add new brands. She makes sure that we are up to date on any new features or anything that we may have overlooked or not utilizing to the fullest ability. She's really become a partner in these processes and has been extremely valuable."

The ClearCompany Difference:

"Only ClearCompany provides a full-cycle talent management solution from initial application through long term employee development. We're proud to help The Master Trades Group continue to grow and provide valuable home repair services to even more people."



Christine Rose
Chief Customer Officer,
ClearCompany