



Premier Accounting & Tax, Incorporated

# GROWING FIRM WITH BIG VALUES

*Serving Clients, Supporting Staff*

Developing a long-term relationship as a partner in business takes time and trust. No one knows that better than Tom Glover and Steve Kwon, who in recent years came together to build and run Premier Accounting & Tax, Inc. While their focus is on driving the organization forward, Didi Finch, Director of Tax and Accounting, takes on the core of their day-to-day operations. With a team of 15 employees, Premier is focused on building a culture that aligns to their values of providing top-notch client service with a special focus on employee happiness. Those values took on a whole new life through a partnership with Cadencia, a nearshore staffing firm.

## STAFFING SHORTAGES HIT CLOSE TO HOME

In the latter part of 2021, Premier began to feel the impact of nationwide staffing shortages while working to meet their expanding administrative and tax service needs. Even though they had never worked with offshore teams before, they took the advice of a close colleague to sit down with Cadencia.

*“Early on, we were resistant to bringing on a full-time third-party resource because it seemed like we would be depending a lot on a person we didn’t have full access to. We soon realized Cadencia’s mission to provide high quality remote resources that can work closely with our staff and develop a long-term relationship with us was worth a try.”*

**TOM GLOVER, CO-OWNER; PREMIER  
ACCOUNTING & TAX**

## FOCUS ON CULTURE

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Cadencia was born from founders with more than 15-years-experience in the offshore staffing industry. They experienced the pitfalls that come from filling positions without the goal of providing qualified people with a work ethic that comes from the pursuit of, not just a job, but a career.

*“In my earlier years, I was part of an organization that contracted with an offshore staffing company that focused only on putting people in seats rather than vetting them for their skill-set. So, I really wasn’t sure what to expect from Cadencia. I was immediately impressed with their mission to provide stable careers for their employees and to strategically pair their clients with quality team members. They want their people to have a better life and those values really resonated with our company.”*

**TOM GLOVER, CO-OWNER; PREMIER ACCOUNTING & TAX**

With a focus on equity and promoting a positive business culture as a core objective in their business model, Cadencia puts people first by creating a strong employee culture and delivering training programs for their teams. The result is minimal employee churn and happy teams which deliver positive results for their clients.

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## COMMUNICATION IS KEY

We at Cadencia understand that remote work done right means prompt and thoughtful communication that utilizes a variety of tools. Our team of nearshore employees receive continued professional in-house training to advance their skills with the latest technology to serve our clients more effectively.



*“For me, communication is very important and that is something we’ve been able to do really well with Cadencia. If you don’t have good communication with the company you’re outsourcing with then your organization will suffer. You should feel free to check-in with a third-party resource as needed and they should be encouraged to do the same. No matter how good your IT team is or how great your operations are, there needs to be a friendly, open environment for communication to flow. That’s something we really strive for internally at Premier and Cadencia has been able to meet those high standards.”*

**DIDI FINCH, DIRECTOR OF TAX AND ACCOUNTING; PREMIER ACCOUNTING & TAX**

# RECRUITING MADE SIMPLE



*"We were honestly pretty overwhelmed with an understaffed busy season when we first considered nearshore staffing for our organization. Once we made the final decision to move forward, we met with Cadencia's recruiter to discuss our needs and the kind of person who would fit our culture. We provided a job description of the role just as we would if we were hiring for an internal role. After a short period, they came back with some resumes to review, and from those, we chose three candidates to interview. Since all of them were completely qualified, we were able to focus on finding a person who had a personality that would fit in with our existing staff. That enabled us to decide pretty quickly and the whole process was done within a month or so. The Cadencia team set up our new nearshore team member with his new secure laptop a couple of days after we made our decision and he showed up for work first thing Monday morning. It's been a great experience ever since."*

**TOM GLOVER, CO-OWNER; PREMIER ACCOUNTING & TAX**

Every employer knows recruiting for an organization can be one of the most expensive and time-consuming tasks of all. Adding to the cost is delivering a desirable offer with a competitive salary and benefits package.

Working with our Cadencia nearshore staffing firm can significantly reduce the stress and expense of recruiting. In fact, our goal is to provide you with a pool of three qualified candidates to interview and choose from in less than four weeks. When you hire your outsourced team member from us, we'll provide their laptop, IT security, continued training, and ongoing support for the duration of your contract.

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## INTRODUCING LEO

***"Leo is a great person and a great resource. He has access to all the technology necessary for the role, a private home office space, and high-speed internet to ensure he can reliably connect with us. He is such an effective part of our team, if he were local, I'd hire him internally, no question."***

**TOM GLOVER, CO-OWNER; PREMIER ACCOUNTING & TAX**



*“Our Cadencia team member fits in with the rest of the team perfectly. Leo is responsive to feedback and takes direction very well to ensure he is operating within our model. He has a very good work ethic as well. If he’s working on a time-sensitive project, he’ll put in the time it takes to produce quality work within the deadline. What I love the most is Leo never says, “No.” Even if he doesn’t know how to do something, he’s always willing to take on new tasks and learn. And...he works seamlessly with all our Premier team members. Leo even joins us for our staff meetings every Monday morning, offers great input, and is just a really nice guy.”*

DIDI FINCH, DIRECTOR OF TAX AND ACCOUNTING; PREMIER ACCOUNTING & TAX

Once Premier chose Leo as their Cadencia nearshore team member, they were able to incorporate him with their internal staff quite easily. Like most small to midsize businesses that survived the pandemic, Premier had to make some operational changes to facilitate remote work. Once those systems were in place, it laid the foundation for partnering with a nearshore staffing company like Cadencia

## FULL-TIME NEARSHORE STAFF IN A SEASONAL BUSINESS

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Many businesses have seasonal upticks but none so much as within the accounting industry. Even so, full-time employees are critical to ensure the firm is prepared for a smooth albeit busy tax season. While short-term team members do contribute to the typical accounting business model.

Premier made a decision to bring on a full-time nearshore team member at a substantially discounted, predictable monthly fee.

*“As an accounting firm, our tax business is very seasonal and we do hire short-term help to get through the busy periods. Recent staff shortages, however, made it necessary to bring on a full-time staffer who could get up to speed with our format and evolve into a valuable position.”*

TOM GLOVER, CO-OWNER; PREMIER ACCOUNTING & TAX



*“Leo joined our team at the same time as another internal employee, who is also early in his career, and they’ve been learning and growing together. He communicates promptly and is always sure to check in with his supervisor when working on a complex project, like payroll, to make sure it’s right before running with it. Come January, a lot of these training wheels are going to come off and we’re confident Leo will do well with a lot more autonomy.”*

**DIDI FINCH, DIRECTOR OF TAX AND ACCOUNTING;  
PREMIER ACCOUNTING & TAX**

## **NEXT LEVEL ROI**

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When you make the leap into nearshore staffing with Cadencia, you are making an investment in your business on multiple levels. Of course, you have a highly trained full-time professional working for your business, but you also get that top talent for an up to 70% discount from hiring internally in the United States.

***“Leo has been with us for six months so we don’t have any hard numbers yet on the ROI from partnering with Cadencia, but we can already tell based on the billing for his projects that we’re definitely saving money on payroll and benefits. Beyond the monthly fee, we are happy to help him build his skill set so that our organization can benefit long-term. There’s no doubt working with Cadencia is a cost-effective option. And, we don’t even think of Leo as a contractor, we view him as a member of our team.”***

**TOM GLOVER, CO-OWNER; PREMIER  
ACCOUNTING & TAX, INC.**



## CALLING ALL COLLEAGUES

Our clients recommend Cadencia to their colleagues because they are getting more than a full-time dedicated resource for their business. They also get an entire team of people to take care of HR, payroll, benefits, PTO, ongoing training, high-level data security, and more for their nearshore staff. Cadencia really is a resource within a resource striving to advance your business. And, our team members never keep a client waiting for a response to any question or concern.

***"I wouldn't hesitate at all to recommend Cadencia to my friends and colleagues from other accounting organizations. In fact, if we had enough full-time work right now, I'd have no problem adding one, two or more people from their team. We want our clients to love us and our employees to love working with us because they feel a sense of purpose and are empowered to grow in a safe space. If you are a company with a culture that values client relationships over squeezing every penny out of customers and happy employees over driving unrealistic results, then Cadencia will mirror your vision. It can be hard to recruit people who fit with those values but Cadencia makes it easy."***

**TOM GLOVER, CO-OWNER; PREMIER ACCOUNTING & TAX**

For more information on how we can give you an edge over your competition by hiring a nearshore employee of your own, **visit our website <https://www.cadencia.io> or email us at [info@cadencia.io](mailto:info@cadencia.io) today!**

