FLIGHTSTAR

FULL-SERVICE FIXED BASE OPERATOR (FBO) AND MAINTENANCE, REPAIR AND OVERHAUL (MRO) FACILITY.

PayScale Helps FlightStar Eliminate Guesswork and Increase Transparency Around Compensation.

EMPLOYEES: 1100

INDUSTRY: Professional Services

REGION: United States

PRODUCT: PayScale Insight

THE CHALLENGE

FlightStar has experienced rapid growth over the past few years, highlighting weaknesses in the company's standardized annual pay increases, but with continued growth, had the potential to put the company in

trouble financially. "I knew our growth was going to continue. Yet we had created a monster with our standard salary increase. Everyone felt entitled to an automatic raise because there was no system in place," said Chris Johnson, director of HR for FlightStar. "It was keeping me up at night that we didn't have a way to identify the market value of our existing and new positions. We also couldn't tie pay to performance."

WHY PAYSCALE?

✓ Elimanted guesswork

✓ Enhanced HR's role as a strategic partner

✓ Increased transparency

✓ Improved access to credible data

✓ Improved financial sustainability

PayScale

THE SOLUTION: PAYSCALE

At first, FlightStar tried using a local consultant to develop a new compensation strategy—yet experienced less than ideal results. According to Johnson, "It was a train wreck. The consultant didn't have the level of sophistication we needed. They couldn't get their hands on a wide- enough base of comparative data."

Johnson researched other options, talking with trusted sources from his 25 years in HR. "PayScale kept coming up. I went online to do a Free Salary Report and the rest is history. They helped us develop a compensation strategy that was truly soup to nuts, both hourly and salaried. PayScale did all the heavy lifting and made me look good."

PayScale's implementation consultant and customer care team also delivered a high-touch approach during FlightStar's rollout. According to Johnson, "I'm not a compensation professional by any stretch. I just know enough to be dangerous. PayScale gave us the hands-on approach we needed to work through the rollout."

THE RESULTS

ELIMINATED GUESSWORK FROM COMPENSATION DECISIONS. Access to crowd sourced, real-time compensation data also increased transparency. Employees understand that salary increases are no longer automatic. "With PayScale we have a more powerful compensation system, one that is more engaging for employees. No one is simply entitled to a raise anymore; they know their performance plays a key role in how they are compensated."

ENHANCED THE STRATEGIC PARTNERSHIP VALUE OF HR. PayScale's real-time, on-demand salary database enables HR to deliver hard data about comparative rates, salary forecasting, and market differentials. "There's tremendous value in being able to provide truly credible compensation information to our executive team," said Johnson. "If we're coming to the table with data, not emotion, we've automatically increased our value as strategic partners."

IMPROVED FINANCIAL SUSTAINABILITY. While compensation is a key component in a smart employee engagement and retention strategy, it must first be in line with the organization's financial goals. "Our previous dollar-a-year increase was going to put us in trouble very soon," said Johnson. "With PayScale's database and tools, I know we're making decisions about compensation that are financially sustainable."

ABOUT PAYSCALE

PayScale offers modern compensation software and the most precise, real-time, data-driven insights for employees and employers alike. Thousands of organizations, from small businesses to Fortune 500 companies, use PayScale products to power pay decisions for millions of employees. For more information, please visit: www.payscale.com or follow PayScale on Twitter: https://twitter.com/payscale.

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