

Case Study

SERVANTEX

How Servantex Ensured 24/7 Business Continuity While Cutting Costs by 69% with Penbrothers



Brought to you by:

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Humanizing Growth

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Who is Servantex?

Servantex is a US-based workforce management company providing customized staffing solutions across 45 markets and 600+ clients nationwide. It specializes in cost-effective, on-site workforce solutions that enhance business operations and streamline staffing needs.

Built on a people-first philosophy, Servantex prioritizes employee well-being, career growth, and safe work environments. Committed to inclusivity, continuous learning, and innovation, the company creates better employment opportunities while helping businesses scale efficiently. The core services of Servantex are:

- Workforce Management & Staffing Solutions
- HR & Payroll Administration
- Onsite & Remote Workforce Support

Location

USA

Industry

Staffing & Recruiting

Portfolio

Supporting 600+ clients across 45 markets

Year Established

Over 20 years of industry expertise



The Challenges

Overcoming Workforce and Operational Challenges

- **Gaps in 24/7 Operational Coverage**

Servantex struggled to maintain round-the-clock support, leading to service gaps, inefficiencies, and unmet client demands.

- **Building a Cost-Efficient Service Center**

Servantex sought to create a service center team to support its employees and clients, ensuring seamless operations. However, the company needed a cost-effective way to build this team without incurring high overhead costs.

- **Managing HR and Administrative Functions**

From payroll, billing, and HR management to collections and compliance, Servantex required a comprehensive operational support system that could handle these administrative functions efficiently.





The Solutions

Strategic Workforce Solutions for Scalable Growth

- **Operational Support for 24/7 Business Coverage**

With Penbrothers' offshore hiring solutions, Servantex was able to build a remote team in the Philippines that provided 24-hour operational support, ensuring enhanced service delivery for their clients.

- **Scalable HR and Payroll Support**

Penbrothers provided Servantex with an end-to-end HR and payroll solution, handling tax compliance, employee benefits, and administrative functions. This allowed Servantex to focus on scaling operations while ensuring smooth workforce management.

- **Tailored Talent Acquisition and Onboarding**

Penbrothers helped Servantex grow from one hire to a diverse offshore team, including Service Center, Payroll, and HR specialists, ensuring seamless scaling.





The Results

24/7 Business Continuity While Cutting Costs by 69%

- **Improved Service Reliability and Faster Response Times**

By establishing 24/7 operational coverage, Servantex eliminated service gaps, ensuring continuous support for clients across different time zones. This led to faster response times, improved service reliability, and increased client satisfaction.

- **76% Cost Savings on Payroll**

Through its partnership with Penbrothers, Servantex achieved an average payroll cost reduction of 76%, significantly cutting operational expenses while maintaining high-quality talent.

- **Streamlined HR Operations**

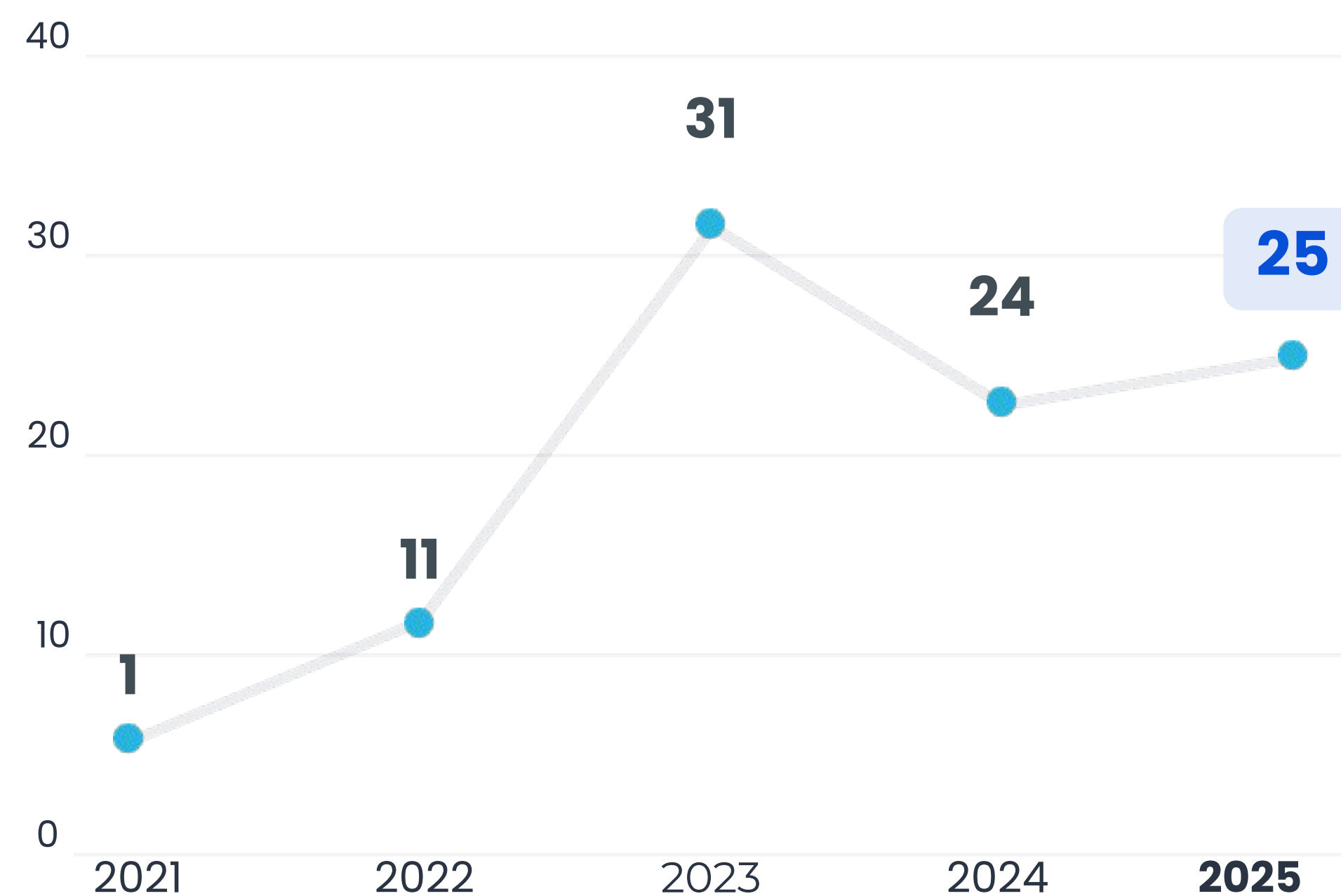
By outsourcing HR, payroll, and compliance to Penbrothers, Servantex eliminated the burden of administrative tasks, allowing their leadership team to focus on business growth and client service.



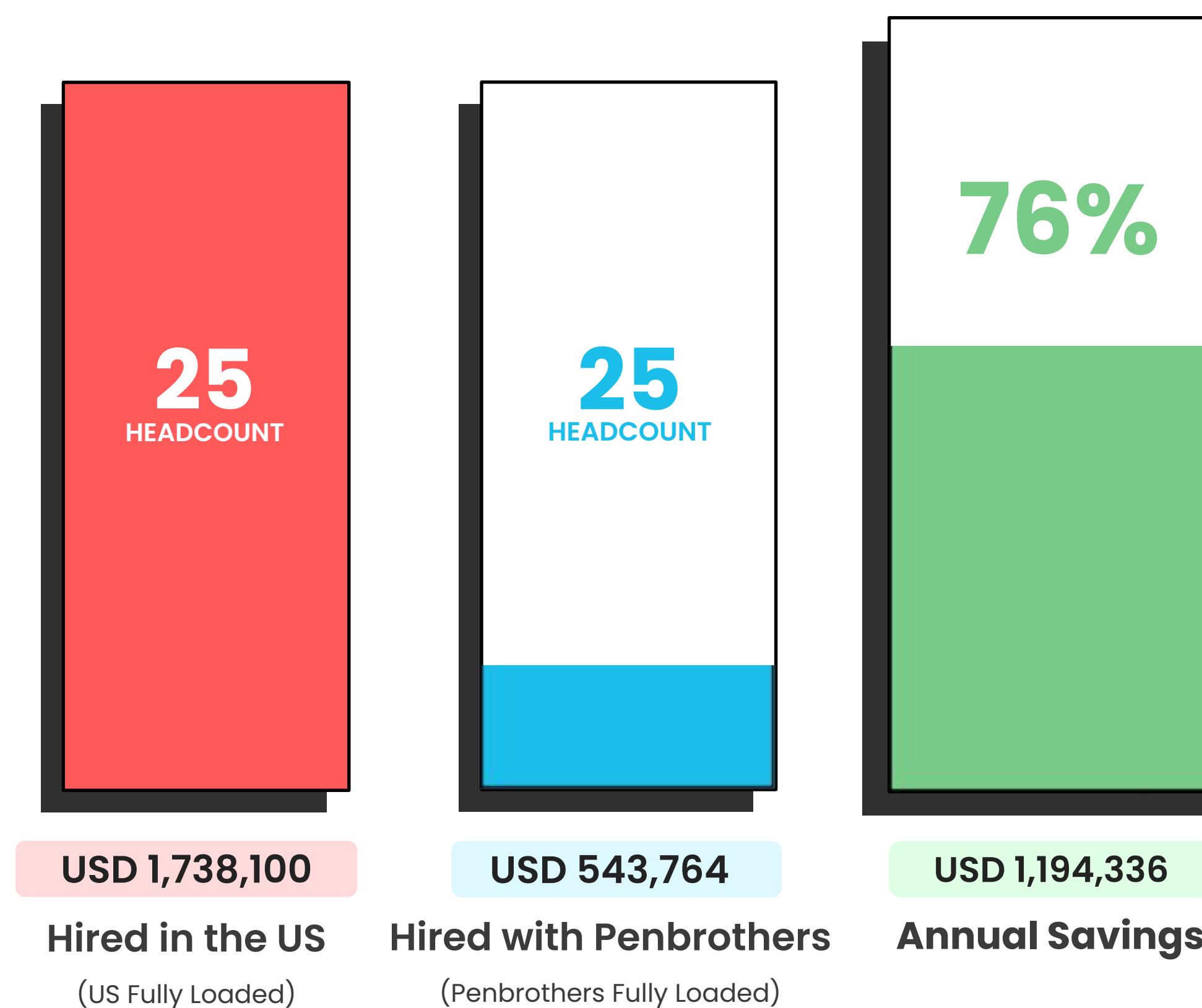


The Analytics

Headcount Growth



2025 Salary Cost Savings





Testimonials

“Since April 2021, we have tripled our headcount with Penbrothers. Our dedicated team members are great team players—knowledgeable and quick to acclimate to our processes and culture.”



Jane Hamilton

Chief Administrative Officer, Servantex

Grow Faster and Smarter.

Scale your workforce with 24/7 reliable talent solutions

Talk to Us

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