

# Case Study

## SERVANTEX

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

Brought to you by:

Nicolas Bivero

CEO & Co-Founder





# 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**

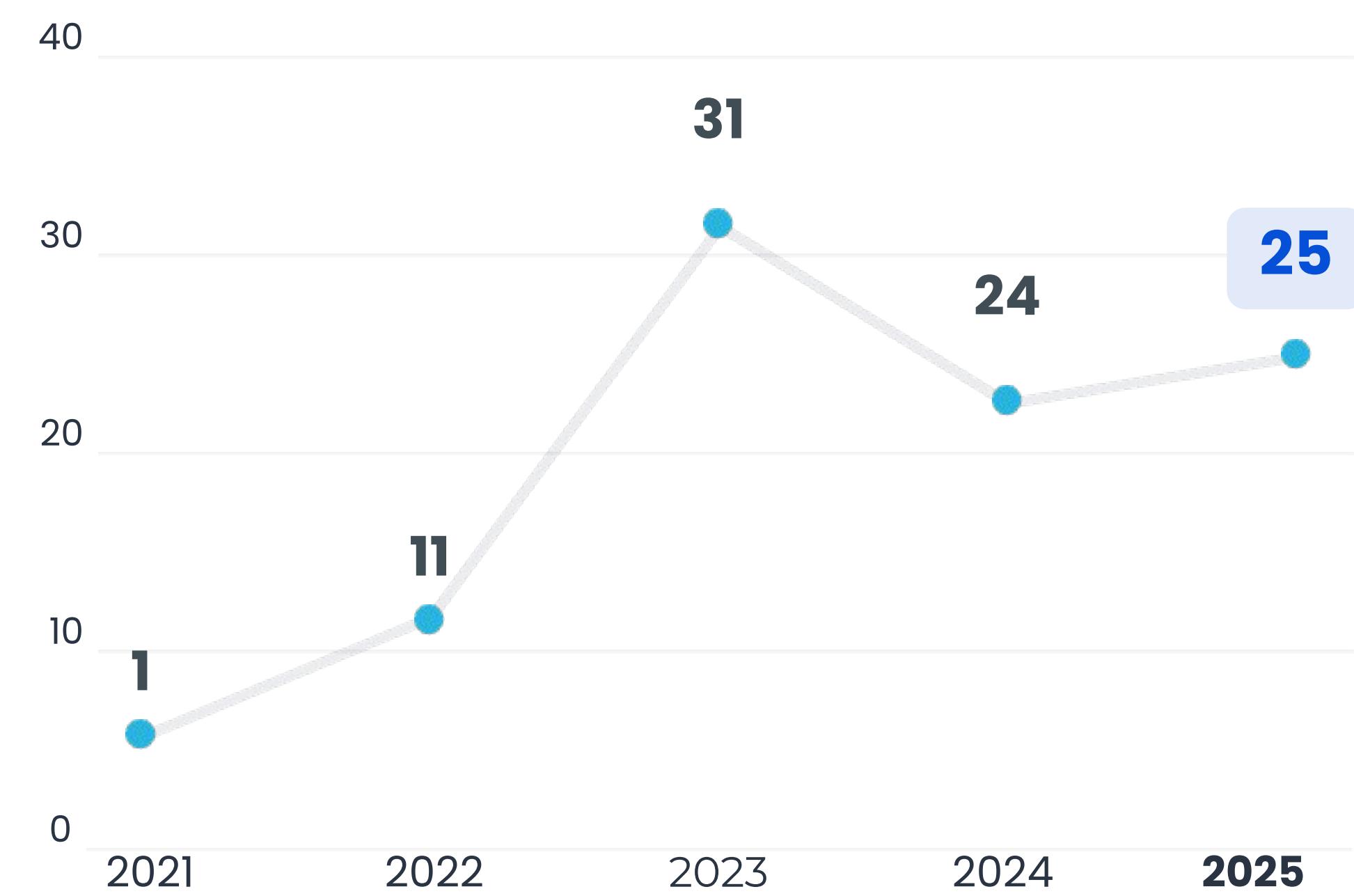
By outsourcing HR, payroll, and compliance to Penbrothers, Servantex eliminated the burden of administrative tasks, allowing their leadership team to focus on business growth and client service.



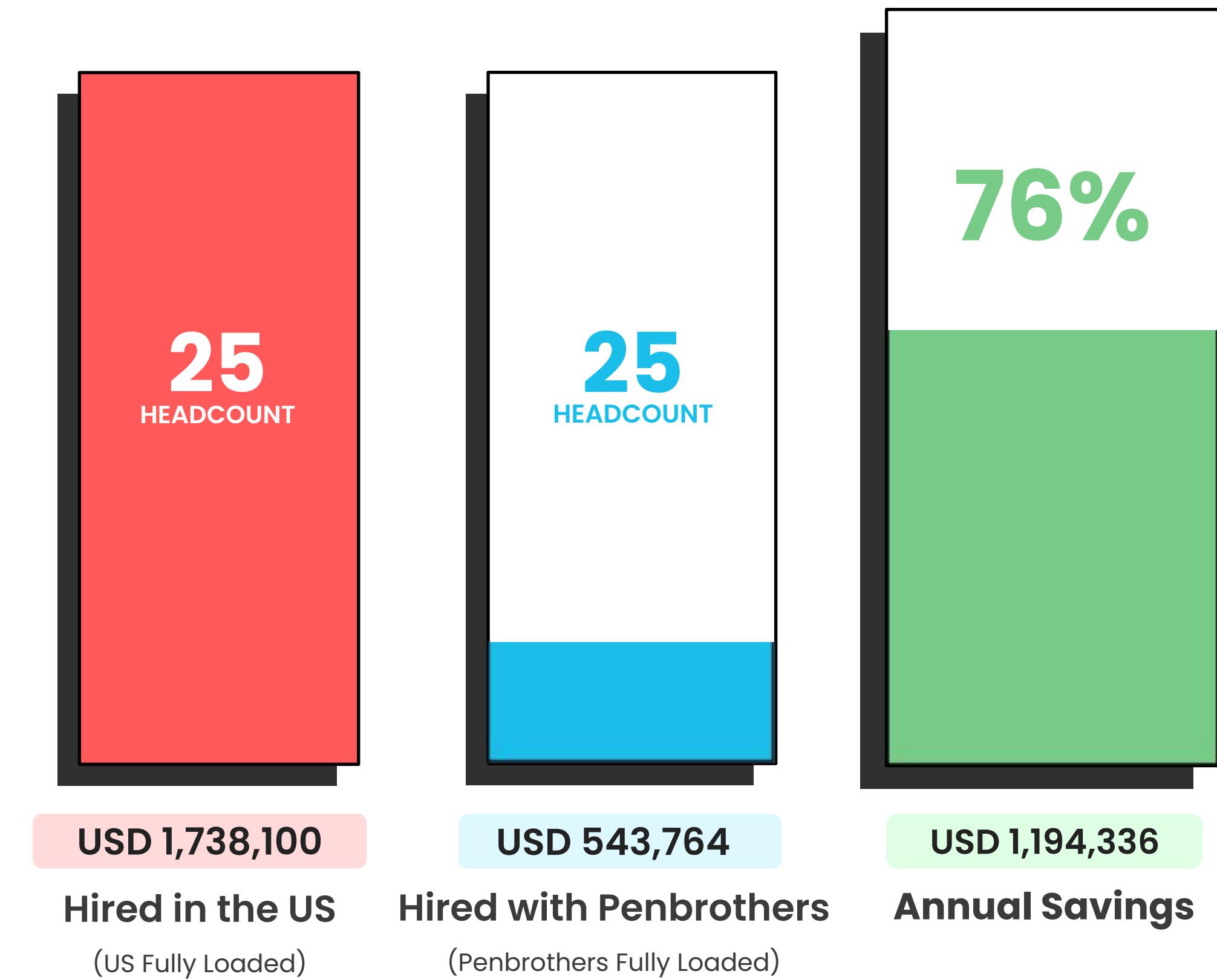


# The Analytics

## 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**

 [hello@penbrothers.com](mailto:hello@penbrothers.com)

 +63 917 6269 098

 [www.penbrothers.com](http://www.penbrothers.com)



Humanizing Growth

