Flightstar
Aircraft Services, LLC

Employees:
1100

Industry:
Professional Services

Region:
Southeast

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

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."

PayScale
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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

Creator of the largest database of individual compensation profiles in the world containing 40 million salary profiles, PayScale, Inc. provides an immediate and precise snapshot of current market salaries to employees and employers through its online tools and software. PayScale's products are powered by innovative search and query algorithms that dynamically acquire, analyze and aggregate compensation information for millions of individuals in real time. Publisher of the quarterly PayScale Index™, PayScale's subscription software products for employers include PayScale MarketRate™, PayScale Insight™, and PayScale Insight Expert™. Among PayScale's 3,000 corporate customers are organizations small and large across industries including Zendesk, Miele, Keen, H&M and Clemson University.

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