



Eliminating the Use of Spreadsheets for Increase Cycles and Increasing Compensation Transparency

Privateer Holdings Turns to PayScale to Create a Scalable, Data-Driven Compensation Strategy

About Privateer Holdings



Employees: 450+



Industry: Finance



Region: Global



Product: Insight + Crew

Meet Rommie

Privateer Holdings is a private equity firm that invests in the cannabis industry.

The company has over 500+ employees globally, with offices in Canada, the United States, Europe, and Australia.



Rommie Callaghan, VP of HR

The Challenge:

Accelerated growth and no compensation framework.



Rommie Callaghan,
VP of HR

Since its founding in 2010, Privateer Holdings has grown rapidly, almost doubling the number of employees in the last year alone. Yet when Rommie Callaghan joined as the company's first HR VP, she found a young, quickly expanding company operating without a formal compensation framework. "It was typical startup in that the founders had been doing their own hiring and setting their own salaries. There were no salary bands and no compensation philosophy. When I came on board, it was clear to me we needed a structure in place because there were inequities in terms of compensation. People doing similar jobs were being compensated differently."

While Callaghan had relied on her "magic spreadsheet" to manage compensation at her last job, she knew the same method wouldn't be sustainable with Privateer's current rate of expansion. ***"We were on a growth trajectory, so I wanted to make sure we were hiring into the right ranges, the right salary grades. I had worked for startups before, so I knew if you wait too late to do it, there's a lot of turnover because people aren't compensated appropriately from the beginning."***

Rommie was in search of:

- ☆ An easily accessible product
- ☆ A cost effective solution
- ☆ A user friendly product to replace her 'magic spreadsheet'
- ☆ Reliable salary data
- ☆ Customer service to rely on

Why Privateer Holdings chose PayScale:

- ✗ Eliminated the use of spreadsheets
- ✗ Enabled compensation management across multiple businesses
- ✗ Ensured fair compensation
- ✗ Increased visibility and transparency
- ✗ Established a scalable compensation framework

PayScale delights with software, data, and customer service

For Callaghan, compensation is one of her “least favorite” parts of working in HR. “I’ve always been a generalist, and I don’t have a background in compensation. But it’s an incredibly important part of my job, and I need to make sure it’s done properly.”

While she had relied on compensation consultants in the past, Callaghan wanted a more accessible—and cost-effective—solution for the startup. “Consultants are very expensive and they don’t offer an online platform. I like tools that give me easy access to information that I want, when I want to access it.”

While Callaghan discovered PayScale’s cloud compensation software early on, she was concerned about the solution’s reliance on crowdsourced data. “When PayScale first started, the consensus in the HR community was that the data wasn’t reliable because it’s based on user input. I discovered that not only is PayScale data reliable, but it stands up to any of those large surveys.”

First-hand observation of PayScale’s customer service during the demo and sales process was a powerful deciding factor in implementing both Insight and Crew. ***“The customer service alone is a key differentiating feature. Everyone I have interacted with at PayScale is client focused, customer-service oriented, and clearly very passionate about the product,” said Callaghan. “PayScale is also very open to feedback and constantly innovating. The product team listens to their customers, and that’s really valuable to me.”***

..... *“The data is very accurate.”*

..... *“The customer service alone is a key differentiating feature.”*

..... *“PayScale is open to feedback and constantly innovating.”*

The Slam Dunk

Eliminated the use of spreadsheets for increases. In the past, Callaghan had relied on spreadsheets to manage the increase cycle. "I have been doing merit and bonus increases in Excel for as long as I can remember, and I can't stand it. It's so painful," said Callaghan. "We did our first ever cycle increase with PayScale Crew this year. Crew is cost effective, time saving, and it allows me to manage the process very easily."

Enabled compensation management across multiple businesses. Privateer's multiple businesses made managing compensation with spreadsheets simply unsustainable. "With PayScale Insight, I have access to different labor markets. I find that very helpful. And managers love it. They didn't even need the extra training that was offered because PayScale is so intuitive and easy to use."

Ensured fair compensation for all employees. PayScale has helped Privateer create a strong, data-driven compensation framework. "With PayScale, we can set the right pay upon hire and promotion and get people to where they need to be paid," said Callaghan. With PayScale, I feel confident 99% of our employees are paid where they should be. It's been very impactful for employees."

Increased visibility and transparency for executives. Callaghan was "cautiously optimistic" that Privateer executives would also use PayScale. "I gave them the option of using Crew or a spreadsheet, and they all chose Crew. Now 100% of our executives rely on PayScale. They have found it so easy to use, and Crew has given our CFO complete visibility into the increases. He loves the transparency."

Established a scalable compensation framework to support growth. "With PayScale, we're able to benchmark our jobs every year and make sure everyone is in the right salary band. This allows us to expand and gives confidence that we're setting salaries properly at the start."

PayScale Effects:



HR



Managers



Executives



Employees

100% of executives chose to use Crew!

Bring Pay Forward: About PayScale

Data:

Disrupting the industry by taking creativity with data to new levels.

Software:

The innovation never ends. Smart software using the latest technology and machine learning.

Service:

Creators of the only modern compensation event, Compference, a dedicated customer community, Comptopia, and customer service you can rely on.

More About Crew



115 Customers
using Crew.



46,706 Employees
have been through the
increase cycle.



\$53 Million
in increases and bonuses
managed in Crew.