



Case Study

Burned by Generic Advice – How One HR Manager Found a True HR Partner

Burned by Generic Advice

How One HR Manager Found a True HR Partner

Rachel*, an experienced HR Manager with over 10 years in the profession, thought she had made a smart move when she outsourced her HR support to one of the big-name providers in the market. The offer looked attractive: a 24/7 helpline, HR documentation, and a cheaper price than the competition. But what followed left her jaded, unsupported, and deeply frustrated.

“It felt like a call centre of graduates reading answers off a screen. I wasn’t getting HR support – I was getting a script.”

What started as a promise of Expert HR On-Demand quickly turned into a cycle of contradictory advice, impersonal service, and generic documents. Rachel described a situation where she had to speak to 11 different advisors for a single tricky case — each giving different answers, none of whom truly understood her business or the pressure she was under.

Even worse, the provider locked her into a multi-year contract that auto-renewed without warning. When she tried to leave, they threatened legal action. She hadn’t read the small print on the contract!

“I was stunned. I was their customer, and they were threatening to sue me. Thankfully, I had a decent solicitor who got me out of it. But I felt burned, and I was wary of signing up with anyone again.”



“With Insight HR, your investment will never just be about fixing a problem or developing a strategy. Instead, our partnership approach arms teams with the knowledge they need to make better decisions. We leave HR teams better informed and more confident in their abilities to resolve future HR issues.”

Joe Thompson, Head of HR Services

Enter Insight HR: Custom HR Support Without the Catch

Rachel came to Insight HR cautious, bruised from her previous experience, and determined not to make the same mistake twice. We listened.

Instead of asking for a long-term commitment, we started with a flexible block of hours that Rachel could use as needed across any of our services — a model we designed for clients just like her.

“I didn’t want to be locked in again. Insight HR offered Flexible HR Support with no pressure. I could test the waters. It felt safe and professional.”

From that first engagement, Rachel noticed the difference. She was paired with a dedicated HR Consultant and HR Advisor — the same two people throughout — and together we built trust, one step at a time.



Crawl, Walk, Run: Building Strategic HR Solutions from the Ground Up

Our initial work began with a full on-site audit:

- Review of contracts, policies, procedures, records, and the HRIS
- Identification of compliance risks and documentation gaps
- Collaborative planning for full HR transformation

From there, we delivered:

- A fully customised employee handbook and contracts tailored to the organisation
- Practical manager guides for confident line management
- Immediate, people-focused HR support on emerging issues
- Robust, compliant, and commercial advice — never templated, always relevant

Rachel now had access to a Full-Service HR Team — not just a helpdesk.



“With Insight HR, your investment will never just be about fixing a problem or developing a strategy. Instead, our partnership approach arms teams with the knowledge they need to make better decisions. We leave HR teams better informed and more confident in their abilities to resolve future HR issues.”

Joe Thompson, Head of HR Services

Strategic, Scalable HR Services That Grow with the Business

Today, three years on, Rachel remains a loyal and satisfied client. She's upgraded to a full HR support contract – one that's designed around her needs. She can exit with just one month's notice at any time, but she hasn't needed to. She tells us she's never been anything but happy — and if she ever was, she knows she has direct access to our Managing Director.

Since partnering with us, she has:

- Rebuilt her compliance from the ground up
- Implemented effective HR management systems
- Completed a full culture audit
- Led a pay and benefits review
- Rolled out management training with our team
- Tackled ad hoc HR projects without needing to hire in-house

“Insight HR let me Reduce HR Overheads while giving me more strategic impact. I finally feel like I have a team behind me that I trust.”



“Insight HR feel like part of the business. They understand our challenges, our goals, and all the nuances that come with them. They always listen, they always give real solutions, and in doing so, make a real difference. They have been an absolutely vital support for us.”

Megan Power Head of Change and Transformation

Why Insight HR?

At Insight HR, we pride ourselves on offering:

- Premium service - offering high value support
- Strategic HR Solutions tailored to your organisation
- Scalable HR Services that evolve as your business grows
- Employment Law Guidance from seasoned professionals
- A People-Focused HR model that blends compliance with culture
- Support Without Hiring — saving costs while increasing capability
- A Custom HR Support model backed by real-world experience
- A Full-Service HR Team you know by name
- Senior-level consultants who understand business, not just employment law

“You’re not the cheapest out there, and that’s a good thing. Pay peanuts and you get monkeys. Insight HR hires the best – and it shows.”

Rachel’s story is not uncommon. Many of our clients come to us with a jaded view of outsourced HR after disappointing experiences elsewhere. That’s why we’ve built a business that prioritises relationships, flexibility, and true partnership.

Because HR should work for you — not the other way around.



Get to know us!

Check out our podcasts,
webinars, and everything else!

Website: www.insighthr.ie

Email: info@insighthr.ie

Phone: 056 - 7701060

