




NexHealth joined Rippling to unify HR, improve payroll operations, and scale smart

🕒 6 MINUTE READ

By moving off Insperty’s PEO and joining Rippling HR Services, NexHealth ditched manual busywork, gained payroll control, and gave its back office the unified platform it needed to scale.

10

hours saved a month on payroll and HR tasks

 HEADQUARTERS	United States
 INDUSTRY	Healthcare
 EMPLOYEES	184

⚠️ Pain Points

❶ **Disjointed systems:** NexHealth handled different HR processes out of a patchwork of different tools; ops team members drained time on manual work that drew focus away from higher-value tasks.

❷ **Insufficient payroll control:** NexHealth wanted more autonomy over how it ran payroll than Insperty’s PEO allowed.

❸ **Lackluster support:** NexHealth had trouble getting reliable support for time-sensitive HR and payroll issues from Insperty.

⚡ The Challenge

NexHealth is a fast-growing “patient experience platform” that allows medical practices to handle appointment bookings, messaging, payments, and paperwork from a consolidated tool. “We spend a lot of our time thinking about how to help doctors and dentists automate their workflows,” said Vikram Rao, NexHealth’s Head of Finance. Why? Because, “internal operations should always speed a company up, never slow it down.”

But two years ago, NexHealth realized that its own back office was getting slowed down by disconnected tools. The company used a PEO through Insperty and had a separate vendor as its HRIS, meaning it slogged through hours of manual work reconciling systems.

Even in isolation, Insperty’s PEO wasn’t cutting it. “One of the major downsides of using a PEO is you lose control over every part of the payroll process,” said Vikram. For instance, NexHealth couldn’t make time-sensitive one-off earnings adjustments without filing a ticket and waiting for signoff from an external payroll admin. Vikram wanted his internal team to have more autonomy over strategic components of payroll, while outsourcing the more time-draining administrative components (like complying with varying tax requirements across states) to a third party solution.

Insperty also didn’t offer reliable support when NexHealth needed quick, sensitive help handling termination pay. “We’d file a ticket and it’d go into a black box,” Vikram said. “The PEO wasn’t helping us handle things in a timely manner or to the level of accuracy we expected.”

NexHealth looked for a new HR solution that does for people ops what its own company does for patient ops: more automations and control; less software sprawl and compliance stress.

✅ The Solution

NexHealth was already using Rippling as its IT solution and loved the platform’s powerful ability to speed up device management and app provisioning as the company scaled. So NexHealth decided to lean on the trusted solution to do for HR what it did for IT. NexHealth left Insperty’s PEO and joined **Rippling HR Services**. Now, the company handles every people function under the same, unified platform. It also gained better payroll support, regained payroll control, and can focus more on strategy instead of trudging through manual admin work.

“The best thing you can do as a startup is move,” Vikram said. “A lot of times, you’re growing at a quick pace and then catching up on the operational side. With Rippling, you don’t need to catch up. It’s the backbone of us scaling.”

“The big reason we decided to go with Rippling is the advice I’d give to anybody else: find a vendor you can scale with.”

VIKRAM RAO HEAD OF FINANCE AT NEXHEALTH

01 All-in-one patient experience 🤖 all-in-one workforce management

With Rippling, NexHealth consolidated all its HR processes, which offloaded manual work and cleared the runway for the company to grow fast—without piling on endless back office paperwork.

“To scale efficiently, we need to take pieces of our internal operations that are manual and pieced together and combine them into as few systems as possible,” Vikram said. “That’s what Rippling enables us to do. Any information that we have about the people in our org is in one central place.”

NexHealth now uses Rippling for its HRIS, payroll, performance reviews, compliance support, headcount planning, and compensation planning—allowing the internal team to save time and work more strategically.

“Any information we want to know about the different teams that we have, and where we might be understaffed, is at our fingertips,” Vikram said. He loves, for instance, how he can easily assess employee performance, pay bands, tenure, and compensation history when determining raises and promotions. “Now that I can see all of that in one place, I do a better job of actioning items quickly.”

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Overall, Vikram loves the alignment of Rippling’s company mission with that of NexHealth’s: all-in-one platforms constantly looking to expand product offerings to make their users’ lives easier. “Rippling helps

companies automate their people processes. That’s what we do for doctors and dentists,” he said.

“It’s really important for every vendor we partner with to have a similar mentality of never being comfortable with where you’re at and always having a growth mindset.”

02 Pain-free payroll—with more control, less compliance stress

Rippling HR Services offered NexHealth a win-win payroll solution: the company can control what it wants to control (unlike with Insperty’s PEO) while off-loading the cumbersome admin work it’d rather not spend time doing.

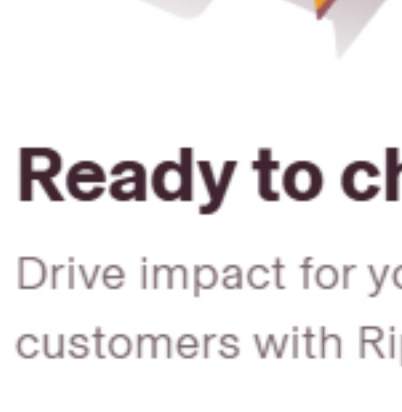
“Rippling enables us to spend time internally on the truly high value items we want to control,” Vikram said. “We had folks on the accounting team that used to worry about a lot of different payroll compliance items that didn’t drive a lot of value for us as a business.” Now, Rippling handles everything from state tax registrations and withholdings to sharing labor posters and tracking wage law changes on NexHealth’s behalf. In terms of the work that’s required, “it’s almost as if those processes don’t exist,” Vikram said. “Rippling’s enabled my team to move faster in other areas of the business so we can scale the way we want to.”

03 Reliable support on-demand

Unlike Insperty’s PEO, which didn’t offer quick enough support for sensitive HR and payroll issues, Rippling comes through. “Payroll compliance is a really painful thing that Rippling makes really easy,” Vikram said. “Whenever we have questions about anything related to that, whether its employment authorizations or offboarded employees, the timeliness and helpfulness of the response is very good.”

Rippling’s support infrastructure—along with its ability to contribute to any back office function—gives Vikram confidence NexHealth can keep growing at such a breakneck pace.

“The big reason we decided to go with Rippling is the advice I’d give to anybody else: find a vendor for all your vendors—one you know you can scale with.”



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📊 The Impact

- **Time saved:** NexHealth saved 10 hours a month on admin work since switching out of Insperty’s PEO, into Rippling HR Services. Now the ops team can focus less on busywork, more on strategy.
- **Costs saved:** NexHealth moved off its PEO to a more cost-effective HR Services offering—while gaining more payroll autonomy and worrying less about compliance issues.
- **Unified systems:** With Rippling, NexHealth has an HRIS, performance management, payroll, and headcount planning under a single source of truth—which helps the company move fast and scale smart.