

MOSER CONSULTING

#1 - Medium Company

'More Real Than I've Ever Seen Before'

By Rebecca Patrick

"It starts with the leadership – Ty and Paula. They really are just genuine, true leaders who care about everybody here from the top down, and I think our employees really feel that with how they run the business," says Allison Mitchell, human resources advisor at Moser Consulting.

"We are a growing company and in two cities, but we've always been able to maintain that small company kind of family feel. And I think that's why people really like working here."

The aforementioned husband-and-wife team founded Moser Consulting in 1996. The information technology firm – headquartered on the north side of Indianapolis and with an office in Baltimore – has grown to employ nearly 200; approximately 150 are in Indiana.

With two locations and the nature of the IT business often resulting in employees at client sites, the company has worked hard to "keep the culture close," Ty Moser states.

"From a communication standpoint – even if you are remote – we want to keep them in the fold as much as possible so everybody is aware of everything."

That transparency is "comforting," offers Malinda Lowder, marketing team lead/consultant, web design and development, who has been with the company five years.

"You really have an idea of where we're going, how the company is doing overall. Every month we have a meeting where we go over new clients and revenues; you see it laid out there – good or bad. It makes you feel very connected and confident in that you know what's going on and you see things coming."

She also notes that the open-door policy is "more real than I've ever seen before."

"Moser is just different. There's something special about the way they treat the employees. It really takes into consideration what the employees want. And what's really incredible is how flexible they are. They just don't take something and set it in stone. They are willing to flex benefits based on what the employees want year to year; they take advice and move very quickly."

Embracing evolving workplace

Last year, monthly Fun Thursdays were

implemented at the suggestion of some of the younger staff members. From 3-6 p.m. in the Moser café, employees gather to socialize and play cards, board games and video games.

Also on tap: beer and wine tasting.

"Every time, there are more people joining in. It's a great time to get to know folks on a personal level. It's been well received," Moser determines.

Catered lunches, including a healthy option, are brought in three days a week. Packaged salads and frozen Weight Watcher meals are consistently available for staff. In-between meal hunger is taken care of with a box of SnackNation healthy (and not-so-healthy) treats.

"I appreciate the help because a lot of times trying to be healthy in your workplace is not easy." Lowder asserts. "They make it easy to help with your health."

There is an on-site gym as well as a Wellness Bucks program implemented in the

last few years. For the latter, employees enjoy a reimbursement of up to \$300 per quarter for qualified spending.

What's covered is very broad and ranges from physical wellness such as bikes and treadmills to a fishing license, massage or manicure – anything that helps with an employee's mental health or simply makes them feel well.

"That's been very popular and people have really taken advantage of it. We've probably spent \$200,000 the last two years on the program," Moser reveals.

Mitchell points to training as another area that is unparalleled.

"Our consultants need to stay on top of the ever-changing IT world. ... I've never seen a company invest so heavily in training the way Moser does. We offer online courses. We pay for certifications. We send employees to conferences.

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"It's just a really unique company. The people really care about each other and talk to each other," offers employee Malinda Lowder. That caring and fellowship also extends to the community, with a recent Habitat for Humanity build and holiday shoebox charity event.



Moser

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“Ty really believes in growing and developing all of our employees. They are becoming personally successful in their roles and Moser is becoming successful overall.”

A strong connection

It all centers on personal respect.

“We can’t make everyone happy, but we try to accommodate,” Moser states. “We know we’re not perfect, but we listen. Everything revolves around communication and making sure the employees are in the know, and that translates to hard workers and people who take care of our clients.”

While that’s all true, it’s much more than that says Lowder, who laughs at a personal recollection.

“Ty would probably be embarrassed if I shared this story, but I will anyway,” she teases.

“My husband also works for Moser. One time it was our anniversary and he had to miss it for an emergency; he had to go to a client site. The next day, Ty sent me roses because my husband had missed our anniversary. He sent me something to make up for that. That kind of thing happens all the time.”

Lowder also shares the “family-first” attitude when her husband’s sister became critically ill and they flew to Seattle to be with her.

“A couple days later, a cookie basket showed up at their house in Seattle,” she notes.

“It’s just constantly being aware of all the things going on in the employees’ lives, being a part of it and being supportive.”

RESOURCE: Moser Consulting at www.moserit.com

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THE NEWCOMER and THE RECORD-SETTER

#1 - Large Company

Group Management Services

This marks the first time Group Management Services, or GMS, has participated in the Best Places to Work in Indiana program. A PEO (professional employer organization), GMS was founded in 1996 and entered the Indiana market two and a half years ago.

In their own words:

“Group Management Services brings people together to advance their lives. Holding area expertise in human resources, risk management and benefits administration, GMS continues to be an intellectual bedrock for its clients. Our client retention rate soars over 96% because we work as hard to keep and serve our clients as we do to earn their business. The culture of GMS is to learn, perform and serve while enjoying life both inside and outside of the office. Through employee development, career-pathing, benefits, wellness programs and income potential, GMS offers its employees the ability to grow intellectually and financially as much as they want. No goal or dream is too large at GMS.”

– Jason Harvoth, sales manager/GM



#1 - Major Company

Microsoft

Microsoft has applied to the Indiana Best Places program on nine occasions – taking the top spot seven times and twice finishing second.

#1 – 2011, 2012, 2013, 2014, 2016, 2017, 2019

In their own words:

“Our ‘growth mindset’ culture lets us experiment, try things even if we fail, and solve problems to help everyone be productive and achieve our mission. By offering flexible work schedules, generous vacation and holidays, we can spend time with family or pursue our interests outside of work. Whether we’re bridging lines of communication, donating products, empowering humanitarian organizations, using our skills to help others or simply lending a hand to those in need, Microsoft makes giving a top priority and it’s a great sense of pride. Being proud to work at Microsoft comes up consistently as one of the top phrases in our yearly employee poll. We ask our employees to give us their best, and we’re committed to doing the same.”

– Matthew Goben, director of enterprise sales – Great Lakes region, industrial sector

