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Nashville's Premier Business Publication

## 2011 Best Employers



# Best Employers 2011

For these Nashville workers, the company they want to keep is their own

/// By Allison Gorman

In helping us select our 2011 Best Employers, The Work Institute —a Nashville-based, nationally recognized employee research company — did not begin with a fixed number of winners in mind. Instead, TWI let the list determine the number.

According to Danny Nelms, TWI's senior vice president and managing director, companies wishing to be considered a "best employer" answered detailed questions about what they had to offer their workers, from health insurance, bonuses and stock to non-monetary perks and opportunities. Next, each company's employees were asked to rate their job satisfaction in 30 specific areas; eligibility required an employee response rate of at least 30 to 50 percent, depending on the size of the workforce. Finally, Nelms says, TWI examined each company profile looking for "anything that would raise eyebrows," such as unusually high turnover.

When scores were tallied, "there was a natural break," he reports. "We ended up with three big, three medium and four small companies that clearly were above everyone else."

Congratulations to the 10 companies determined to be heads and shoulders above their competition.



## Document Solutions Inc.

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document-solutions.biz

Begun in 1999 as a bulk photocopy firm serving the legal industry,

Document Solutions Inc. (DSi) was quick to tap into the rise of electronic data, offering e-discovery work in 2001, five years before it was federally mandated. DSi now can support e-discovery collections in any location in the world, and it provides state-of-the-art printing, scanning and computer forensics services in more than 250 cities, domestically and internationally, through a network of affiliates.

DSi's Nashville workforce has grown to 48, and there are DSi offices in Knoxville and Cincinnati, as well. But personal recognition for a job well done remains part of the company culture, says President Tom Turner. "We

appreciate hard work, and it does not go unnoticed," he says. Employees are encouraged to further their career through company-paid continuing education, technology and legal trade shows, and career development courses. Tangible rewards help, too: all DSi employees are eligible for monthly bonuses based on their department's profitability and work quality, and top performers receive additional end-of-the-year bonuses driven by company revenue and profitability.

"Our philosophy is to hire the right people and empower them to develop and advance in their profession. This not only creates an outstanding workplace, it helps us grow as a company and continue to be innovative in our industry," Turner says.

Here's workplace innovation: Trust your employees. DSi scrapped its vacation policy, allowing its employees to take time off whenever they want to, as long as their work is done.