How a State's Leading Health Care Organization Increased Manager Efficiencies by 90 Percent with Paycom

Saved 20 hiring managers approximately **10 hours a week**

Online applications **rose** from **50%** to **99%**

Reduced retroactive pay by **75%**

A state's leading health care organization for infants to young adults with medical, developmental and therapeutic needs faced a challenge common to thriving organizations: Manual, paper processes were not scalable with increasing personnel changes. The human resources director and HR team had the foresight to know there had to be a better way.

Problem

Prior to Paycom, HR management processes were time-consuming and clunky. The HR staff was up against inefficient systems, bottlenecked processes and pressure to support hiring managers at its 15 locations. More filing cabinets were added and more time was spent organizing benefits and personnel documents for nearly 700 employees. Hiring managers lost valuable time in onboarding and ongoing management duties. They certainly were trying to be as efficient as possible, but the current processes were not sustainable with the influx of employees.

Rekeying data became a thing of the past. With empty filing cabinets moved out, the HR department spends its time focusing on the company's strategic initiatives.

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Solution

The executive leadership team knew that their current HR technology provider could not meet the expanding needs, so they a sought a partner with a paperless, streamlined system. Paycom proved to be the best fit in 2014.

The HR director, led the charge to radically change the organization's HR management procedures by transitioning to Paycom's single-database solution. Now, these processes run like a well-oiled machine. Candidates apply online and applications are routed automatically to the hiring manager. When an applicant is hired, the necessary information is sent to HR in the click of a button, and automatically populates throughout the Paycom system. During onboarding, new hires get up to speed faster by reviewing and signing documents electronically through Employee Self-Service (ESS).

One of the favorite time-savers is Benefits to Carrier: Instead of manually adding employees to various benefit websites and rekeying data for each, the employee uses ESS to make elections, which are sent directly to the carrier. Managers can monitor progress and have immediate access to the employee e-files. Personnel actions, such as pay changes or department transfers, are communicated through electronic forms.

"Transfers happen efficiently and smoothly now," said the HR director. HR representatives spend significantly less time fielding personnel questions and never have to manually file employee papers. Timecards and time-off requests are submitted through the system and automatically feed into payroll. Rekeying data is a thing of the past; HR spends its time focusing on strategy.

Results

The HR director stated that Paycom's streamlined system saves each of the 20 hiring managers approximately 10 hours a week. Online applications rose from 50 percent to 99 percent, and a new personnel action form policy resulted in a 75 percent reduction in retroactive pay. "Paycom allows more accuracy and accountability," said the HR director. "It allows us to become better at our jobs."

Managers increased their efficiency by 90 percent, while employees enjoy accessing their pay stubs and personnel information through ESS. They submit tax form changes and print W-2s directly in ESS; as a result, HR moved from processing 1,000 tax change forms monthly to zero.

> "Paycom allows more accuracy and accountability. It allows us to become better at our jobs."

20 HIRING MANAGERS X **10** HRS PER WEEK X **52** WEEKS = **10,400** HRS SAVED ANNUALLY
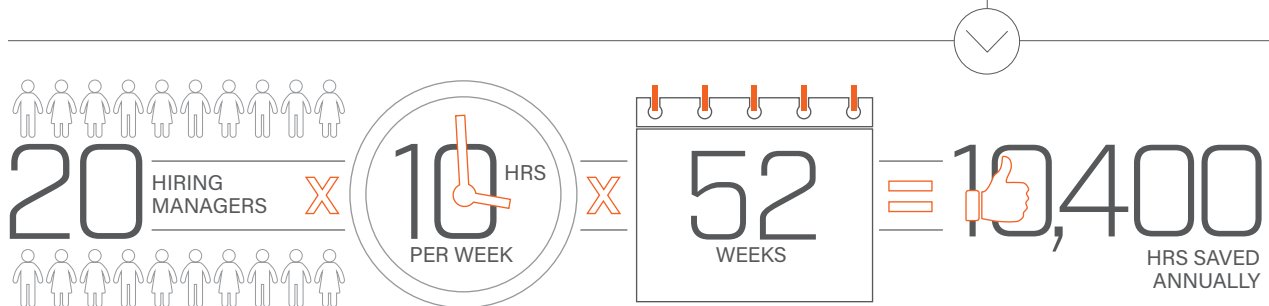
This case study reflects actual data and results from a Paycom client. Because of our commitment to protecting the identity of our clients, we do not share their name publicly. However, we have many happy clients eager to share their story with you when you're ready to meet with one of our Paycom representatives.

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