

Case Study:

Smart Payroll/HR



Enhancing People
and Profit





Smart Payroll/HR Case Study

The Challenge:

Three Rivers Center for Independent Living (TRCIL) was established in 1983. Their mission is "To empower people with disabilities to enjoy self-directed, personally meaningful lives by providing outstanding consumer controlled services and by advocating for effective community change (www.trcil.org)."

With a unique arrangement where two people process payroll for over 500 employees; TRCIL found their hands full when they realized that their current payroll vendor's preliminary Pennsylvania State Unemployment Reports (PAUC2) were inaccurate. These reports took two people more than two weeks to manually complete once every quarter. The process of manually creating these reports was stressful and overwhelming. Additionally, there was no time to physically verify all of the reports for accuracy; so there was a lot of pressure to complete the reports perfectly the first time.

The Solution:

TRCIL needed a cutting-edge system that eliminated much of the manual data entry, generated robust reports, and was flexible enough to seamlessly integrate with a new custom accounting system. CPI-HR's Smart Payroll/HR, filled that list of needs and additionally provided efficiencies in payroll processing and other areas.

The Results:

With the Smart Payroll/HR system in place the PAUC2 is automated and now takes 2-3 minutes to complete in its entirety compared to two weeks previously. More importantly, TRCIL has control over the information that is input into the system. They can now enter the actual unemployment rates into the system, rather than using one default rate for the whole company. Having control over this data gives TRCIL the peace of mind of knowing their report will be accurate, timely, and compliant.

The system also gave them the ability to create a custom rollup report that shows unemployment information by each county, provides a subtotal by county, and a grand total for the entire company. This report allows them to verify that they are compliant in each county.



Other exciting efficiencies created by the Smart Payroll/HR software include:

- The web-based technology provides mobility - "Now, if a server goes down in the office, we can go home, go to Starbucks, or go to the beach to process payroll if we wanted to," says one TRCIL employee.
- Paperless time sheets - Payroll previously took until 2:00 p.m. on Wednesday to complete, now it is complete by 11:00 a.m. on Tuesday, and checks are in the mail by Wednesday morning.
- Electronic tracking of mileage and other expense reports - TRCIL no longer has to wait on accounts payable to cut a check. Because the system can be updated by employees in real time, verification and reimbursement of expenses has become timely.
- Paid time off is electronically tracked and managed as opposed to manually tracked previously.
- Management has a better understanding of how employees are spending their time. With the Self Service time reporting feature TRCIL has been able to create approximately 15 different attendance categories. Now management can see the amount of time employees spend traveling to and from appointments and how that compares to the number of clients they are able to see.

This technology has made the payroll staff at TRCIL more efficient; and additionally has had positive effects on other areas of payroll processing making the payroll staff's overall work load less stressful and more manageable.

Smart Payroll/HR is the answer to clients' demands for Payroll and Human Resources Information Systems solutions that are based on today's technology and are affordable to small and mid-sized companies. The technology available through CPI-HR is one of the many ways we can enhance your company's people and profit.