

Client Details

Community Bank

75 - 100 WSE's

Services Leveraged

Legacy HCM Clean Up, Implementation, Payroll

Challenges to Solve

Legacy System Challenges:

The client's ADP system was a mess, presenting numerous unresolved issues that required auditing and streamlining before transitioning to Paycom.

Overall Bandwidth Issues:

With a key team member leaving, the client was stretched thin, leaving them overwhelmed by the demands of maintaining payroll operations in their current system. This backlog pushed back the planned go-live date for Paycom, as they felt they lacked the internal capacity to manage the additional workload tied to the implementation.

Concerns for Long-term Support:

Having experienced repeated setbacks with ADP's customer service, the client was hesitant despite knowing Paycom would bring improvement. They sought peace of mind, hoping for assurance that they could access immediate and reliable support during moments of internal turnover or unexpected challenges.

How Clarity Made a Difference

By stepping in as their dedicated payroll and benefits administrator, we were not only able to handle the day-to-day complexities of processing payroll but identified and resolved crucial issues within their ADP system through a detailed audit allowing them to transition timely to Paycom.

Our knowledge of their payroll process became the foundation for collaborating with the Paycom implementation team to design a system fully optimized to meet their specific needs.

Through open communication and a shared commitment to success, we ensured their new company setup was perfectly aligned with the organization's broader goals and initiatives completing tasks on behalf of the company.

This streamlined approach enabled more concise training sessions and allowed for the full potential of Paycom's platform to be realized, culminating in an impressive **DDX score of 99.08%**.