

Client Details

Credit Union

225 wse's

Services Leverage

Implementation, Long-term Payroll Managed Services

Challenges to Solve

Inefficient Processes

Stuck in ADP, the group had many inefficient processes surrounding payroll and HR. The recent departure of HR leadership left the team in a state of survival. Poor processes and bad habits became the norm and the only way out was change.

Team Members VERY Resistant to Change

While the group was aware of the need for change, many team members were having a hard time embracing the idea. The group needed a partner who would help ensure old practices would not be carried forward into their new system. Leadership was aware of

the uphill battle they were facing and began searching for a partner who could help ensure the necessary changes would happen.

No Backup

Leaders at this company knew they had a few single points of failure in key areas. Payroll was a big area of concern. If their payroll person were to suddenly depart, the group would be left with no idea how to get employees paid accurately and on time. The company decided it needed a backup plan that would be intimately aware of their processes and able to jump in and help at a moment's notice.

Where Clarity Is Making a Difference

Implementation Support

Clarity provided support throughout implementation ensuring the client went live successfully. We met weekly to discuss progress and ensure questions and concerns were addressed. The change was difficult for many members of the team and the extra support

allowed expectations to be properly managed throughout implementation.

Change Management

The Clarity team came through in this extreme case of resistance to positive changes. The client went live successfully but leadership wanted to ensure the system was not just working, but working in the most efficient way possible.

We traveled to the client headquarters to hold a "Paycom Bootcamp" breaking down the current state of processes, ensuring unnecessary tasks were eliminated, and coaching the team on how to best use Paycom.

Using the fully functioning Paycom system as a starting point, Clarity helped the group make necessary updates to further improve system usage.

Ongoing Support

We helped the group protect their new investment by providing ongoing support. A Clarity team member is available as a backup for payroll and HRIS needs. If someone goes on vacation or the group experiences turnover, they can rest assured Clarity will be there to support their processes no matter how they decide to proceed.

