

Client Details

225-250 wse's

Independent School; Language Disabilities

Services Leverage

Implementation with Additional Project-based Long-term Support

Challenges to Solve

Implementation with Pay Cycle Change

Their plan was to switch their pay cycle from semi-monthly to biweekly when moving to Paycom. They were adamant that their employees would not be affected. Additionally, they were switching to Paycom for payroll after the start of a school year which meant salary and pay information had to be further massaged to ensure their reporting came out correctly.

Complexities with Setup

Several for the group that included their benefit deduction frequencies/amounts as well as the way they calculated salary rates per hour, PTO rates, scheduled hours, and annual vs. per-pay salaries. This was partially due to internal preferences and also in part due to the client being a school with employees who only work 10 months out of the year. They also had a very complicated retirement setup that made the situation even more challenging.

Where Clarity Is Making a Difference

After successfully navigating through implementation, we parted ways with the group because our job was done, or so we thought.

Because of their positive experience with Clarity, the group ended up reaching back out for help with reporting and GL updates.

Then again, more recently, they've reengaged with us again for help with a number of items as they are preparing for their new school year. These items included:

- User access permissions
- GL mapping
- Accrual setup advice
- Utilizing the new earning setup feature
- Reviewing auto-loaded holidays
- Retirement setup advice
- Modifying pay rate setup for their first full year in Paycom, and many others.

We're always willing to help and love that our clients come to us first for extra support no matter what stage they are at with their new software.