

### **Client Details**

Pharmaceutical

240 wse's

160 European/60 US

2 EIN's

### **Services Leverage**

Implementation Support and Guidance

### **Challenges to Solve**

#### **Bandwidth and Project Support**

The group has a Director of HR who was hired on to help with initiatives such as implementing a new HRIS system. Unfortunately, things changed and their HR director can no longer work in a full capacity. They have a strong need to proceed with implementation of Paycom. With their Director of HR working on a consulting basis, the group decided it would be best to continue forward with some additional support from outside experts: Clarity.

#### **Confidence and Reassurance**

The group needs someone in place who can confirm things are proceeding in the best way possible. We're perfect for that role because we can bridge the gap between Paycom and the group. We are in place to ensure their needs are being communicated effectively and help get their system built in a way that is as close as possible to their ideal desired outcome.

With our strong knowledge of Paycom and Paycom processes, we will also be key in helping communicate why certain things are needed by Paycom during implementation. We can help translate what the Paycom team presents in a way that speaks to the clients internal needs.

### **Where Clarity Is Making a Difference**

#### **Prioritization**

We'll work with the group to help make sure their priorities are in place and effectively communicated. We will help to reassure the group along the way and help them ask the right questions. Likewise, we will help

communicate client setup needs in a way that Paycom can better understand because we speak the language.

### **Weekly Debriefs**

We'll be having weekly checkpoints to ensure implementation related tasks are on track. It's up to the HR team to decide how to best use Clarity. If they decide they can handle an implementation related task, that's great! If they decide they need extra help or support, they have someone in place with system expertise to help lighten the load. Either way, they can leverage our project management software and keep things visible to all.

### **Longer Term Support**

With the Director of HR leaving at some point, the group may need to hire on additional team members who might not have experience with Paycom or the clients unique setup. We can help long term because we were there during implementation. Additional training, product configuration or reconfiguration, product rollout, and new process rollout are all things we can help the group with long term.