



How a Nonprofit Organization Reaped Big Benefits by Embracing the Digital Transformation

Onboarding process shaved from **2** days to **10** minutes

Cut HR’s prep time for open enrollment by **50%**

Eliminated monthlong wait for expense reimbursement

With 21 years of experience in HR, the leadership development director of a renowned nonprofit faced a unique set of personnel challenges and manual processes when she started her job. Choosing and implementing Paycom’s single-application software helped her and her staff promote sweeping change across all HR tasks, from employee training to personnel action forms.

“Since we got Paycom, I’m able to develop and focus more on training than we were before.”

PROBLEM

As if serving all ages from all walks of life weren’t daunting enough, the nonprofit also had to serve about 1,500 employees spread across 13 locations in a bustling southeastern state. Because all but roughly 100 workers are part-time or seasonal, turnover is constant – a situation aggravated when your hiring process remains paper-based and could take up to as many as 90 days per applicant.

Each new hire faced 55 pages of onboarding documents. Once complete, the packet would be physically taken to the corporate office. Any missing information necessitated another round. “It was so much paperwork,” the leadership development director said. “There was a continuous back-and-forth process.” The same went for employee benefits, so much so that HR would have to prepare a full month for open enrollment.

As for clocking in, well, the clock was actually a book: Employees “signed in” on its pages, and supervisors would key those entries into a computer later – a process prone to errors. Expense reimbursement wasn’t much more evolved, requiring a filled-out form, followed by a wait of up to four weeks for a separate check to be issued.



SOLUTION

At past employers, the leadership development director had utilized several providers for HR tech, Paycom included. With those varying experiences in her pocket, she chose Paycom to help her streamline and automate the nonprofit's processes. She also took advantage of nearly all of Paycom's digital tools in order to maximize ROI – a point especially crucial in the not-for-profit arena.

Immediately, the organization went from doing "everything on paper" to "not allowing any type of manual entry." *A lot* changed, all for the better.

RESULTS

When you hire approximately 500 people just for the duration of summer, a churn of talent is inherent. But no longer does each new hire have to scale a mountain of paperwork; because entered employee data flows immediately to all Paycom tools, the onboarding information asked of them has been reduced by 90%. What used to take two days now takes 10 minutes.

Employees clock in and out via kiosks or smartphones, with geolocation enabled to ensure the workers are on-site. Not having to re-enter logged time saves "a couple hours every pay period," the leadership development director said. "And we get paid twice a month." Those paychecks include approved expenses, as well, automatically added.

With benefits options "all in the system," the selection process is so easy for employees, HR only needs about two weeks' prep time for open enrollment. And now that staff members can change their information – from addresses and dependents to direct-deposit account numbers – on their own, through Paycom's Employee Self-Service tool or its mobile app, the HR department gains between five and 10 minutes per transaction.

"We receive fewer questions now. I know it has cut down on tasks that HR was used to doing. And so that has freed us up. Now they don't have to sit back and wait on someone to look at their information for them," she said. "Paycom has decreased our costs, especially with administrative, because we've reduced all the paper processes. That has really, really cut down on our operational expenses."

"Our employees love the Paycom app. It's empowering to them because they have access to their own information."

This case study reflects actual data and results from a Paycom client. Because of our commitment to protecting the identity of our clients, we do not share their name publicly. However, we have many happy clients eager to share their story with you when you're ready to meet with one of our Paycom representatives.

MANUAL PROCESSES WASTE PAPER

