How a fast-casual restaurant chain saved nearly 20 workdays a year by streamlining its HR and payroll processes

Saved **$25,000** by eliminating administrative burden at headquarters

Saved **19.5** workdays per year through employee self-service technology

Reduced hiring and onboarding time by **75%** per new hire

A fast-casual restaurant chain employing 1,200 team members across multiple locations in six states struggled with HR and payroll software that made everyone's jobs harder, not easier. Managers and their employees found the system so difficult to use, they opted out of using it whenever possible. This created an unnecessary burden on the support team at corporate headquarters and slowed down their process of onboarding new hires – not a good look for an industry where turnover is consistently high.

PROBLEM

The employee self-service tool this company used before switching to Paycom was "really clunky – painful, to say the least," noted the restaurant chain's controller. "Multiple parts were mushed together; it wasn't seamless. It didn't make sense, just from a logical perspective."

After creating login information to apply for a position, job candidates who were hired then had to create another account simply to fill out onboarding documents. Managers had to keep track of three separate logins: one for general employee information, one for benefits and another for E-Verify. Meanwhile, the support team at headquarters set aside time every week to update information for employees, because finding, remembering or resetting login information for simple updates proved far too burdensome in the fast-paced hospitality environment.

Utilizing the system in hiring and onboarding processes was especially tedious. Some managers would "go rogue" by posting employment listings to job boards on

> "We're in the hospitality business, so it's really important to us to have that customer service, and that's something we got right out of the gate with Paycom."

their own, rather than fussing with the clunky HR software. Incomplete onboarding was a recurring issue, with the system forcing managers to spend an hour recruiting and hiring, followed by another hour onboarding – all for each new employee.

SOLUTION

Paycom's all-in-one-app solution resolved multiple issues for this fast-casual chain. While a greater cost-effectiveness of its software influenced corporate's decision, the main driving factor was the customer service the restaurant received. Additionally, having a single database (with one login) for a variety of HR and payroll needs made Paycom much easier to use, resulting in higher management engagement with the software.

For example, it's easier for managers to open jobs through Paycom's tool, and the overall hiring process has been streamlined as well – from two hours per new hire to just 30 minutes. The rate of incomplete onboardings has been reduced, because new hires are able to quickly and easily complete required documents on a mobile device.

The ease of use has made life simpler for both hourly employees and salaried managers – yet another reason the restaurant brand switched to Paycom. As soon as the controller saw the Paycom software in action, she knew it was intuitive to use and was able to understand what her restaurant managers and team members would need to do. For the latter group, predominantly young people who are always on the go, the mobile access means they can handle their own requests, 24/7.

RESULTS

Streamlining processes within a single app has relieved administrative burden at corporate headquarters and continues to serve its needs as the restaurant group scales.

Where managers used to spend two hours on recruiting and onboarding for each new hire, they can now spend just 25% of that time. And headquarters no longer needs to reserve three to four hours per week for updating employee information, answering software questions or resetting passwords; instead, the infrequent requests typically can be handled within half an hour each week.

Additionally, thanks to its streamlined HR and payroll processes, the restaurant was able to grow from seven locations to 25 without having to add another part-time accountant to the staff, saving $25,000 annually.

"With the transition to Paycom, it's allowed me in my role to be less transactional and focus more on strategic things."

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.

03 HRS PER WEEK ✕ 52 WEEKS = **156 HOURS** (OR 19.5 WORKDAYS)

SAVED **EACH YEAR** WHEN EMPLOYEES AND MANAGERS CAN ENTER THEIR OWN HR INFORMATION