

CASE STUDY

How a Manufacturer Built a Culture of Transparency With Technology

paycom®

In a small, Western town, you'll find an industrial repair firm that's spent 30 years leading its industry. If you visit the facility, you'll pass through a door where managers had taped up hundreds of notices over the years as part of an effort to maintain a culture of clear and open communication. Old notices came down and new ones went up, but a lot of the tape remained.

For the leaders of this company, transparency has always been a core value, but as times continued to change, they recognized that their efforts at consistent transparency needed a more comprehensive, modern approach.

CLIENT INFO

- **70 employees**
- **Headquartered in Vernal, Utah**

CHALLENGE

As employees brought new life to old tools, this company's one-man HR team began working to rejuvenate its culture and streamline its HR processes. He understood the link between consistency and transparency in an organization.

"Consistency for managers, consistency from leadership, consistency from the software you interact with – it's critical for a healthy culture within a company," said the HR director.



And when it came to consistency, the previous HR tech provider simply wasn't up to the task.

"We couldn't rely on the data," said the director. **"I was constantly updating and monitoring information for our employees."**

How can a company fine-tune its HR processes and reinforce a positive culture when the very tools it relies on deliver unreliable data and inconsistent performance?

This is a company that knows how to fix things, and that's just what it set out to do.



"We use PAFs all the time. It's one of my best features. I don't have to chase people down, and it eliminates paperwork. It works really, really well for us."

SOLUTION

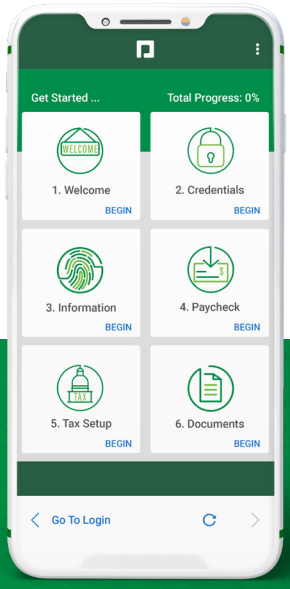
After examining multiple HR tech providers, Paycom stood out as the clear choice. **“The user interface was the decision-maker for me,”** said the director. **“It was all about the ability to follow through and see information easily.”**

Communicating company culture starts before Day 1, and with Paycom’s mobile-friendly self-onboarding tools, no time is wasted introducing new hires to the culture and processes of the organization. **“It’s my favorite part,”** the director said.

Before their first day, new employees get to interact with various Paycom tools. **“We teach them how to punch in and out and request punch changes. I don’t have to introduce them to Paycom; they’ve already experienced it. It works out perfect,”** he said.

As employees grow with the company, the organization uses Paycom to continue delivering on its promise of transparency. A clearly articulated career ladder maps out opportunities to learn new skills leading to advancement and subsequent pay increases. When an employee is ready to move up the ladder, red tape and paperwork never block their path; a manager just makes the request using Personnel Action Forms (PAF) in Paycom.

“The user interface was the decision-maker for me. I think it’s the closest to perfect that I’ve seen.”

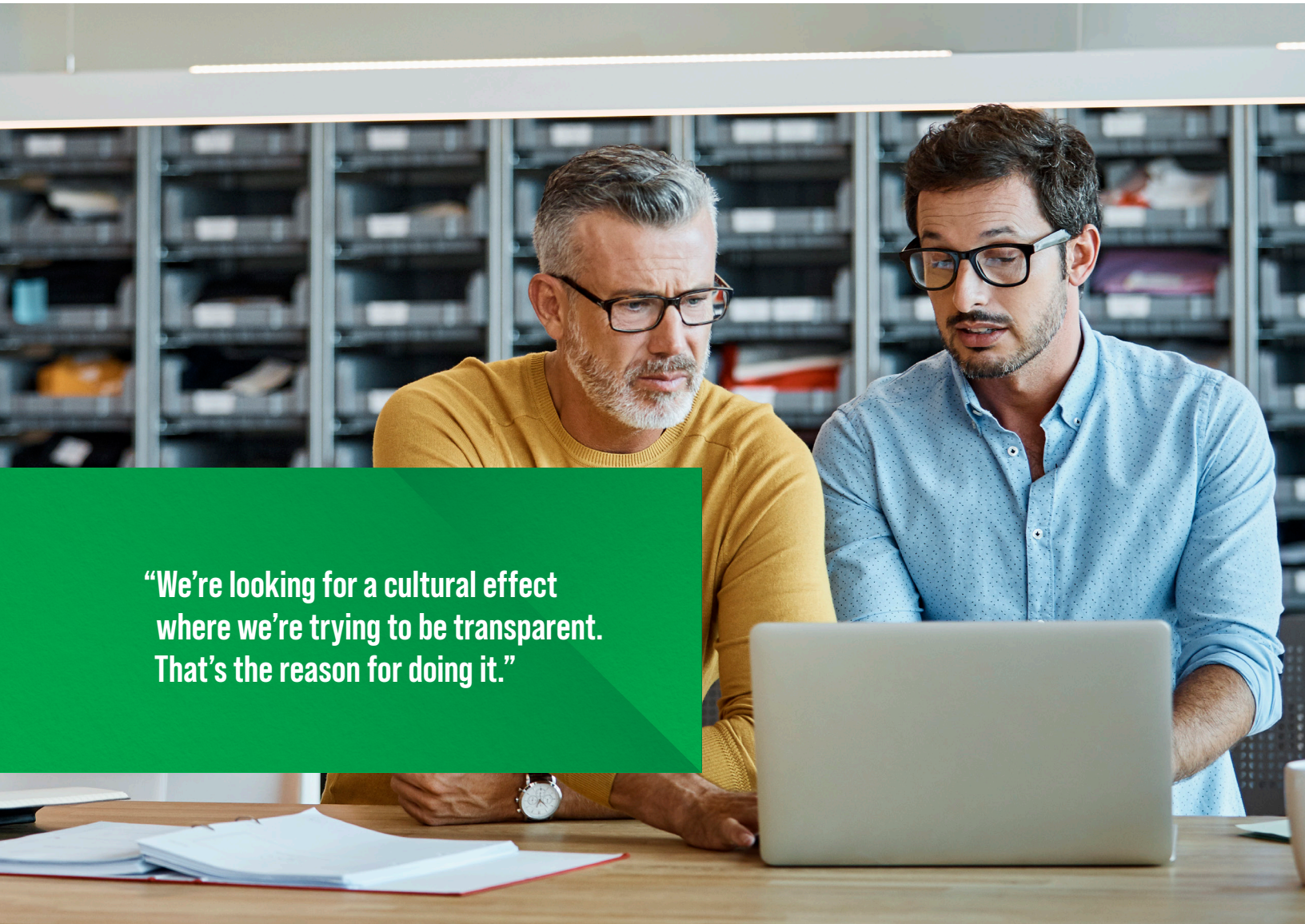


Onboarding

“It’s beautiful — I don’t have to remember to do it,” said the director. **“Everybody who needs to see it sees it, and the manager who initiated it knows exactly what’s going on. And we can track who’s trained to do what, so it works very well for us.”**

Real transparency isn’t just top-down; it goes both ways. Before Paycom, the previous HR tech provider’s geofencing hardware was unreliable in terms of coverage area. The director would routinely receive punch change requests from employees blaming hardware failures for their late clock-ins, whether the geofencing was the reason. **“We don’t have those issues now,”** said the director. **“It’s made our workforce a lot more transparent, and it has made our culture more consistent.”**

Back in the HR office, Paycom’s single database of record has been a driving force in reducing the amount of paperwork that used to take up space and hold back productivity.

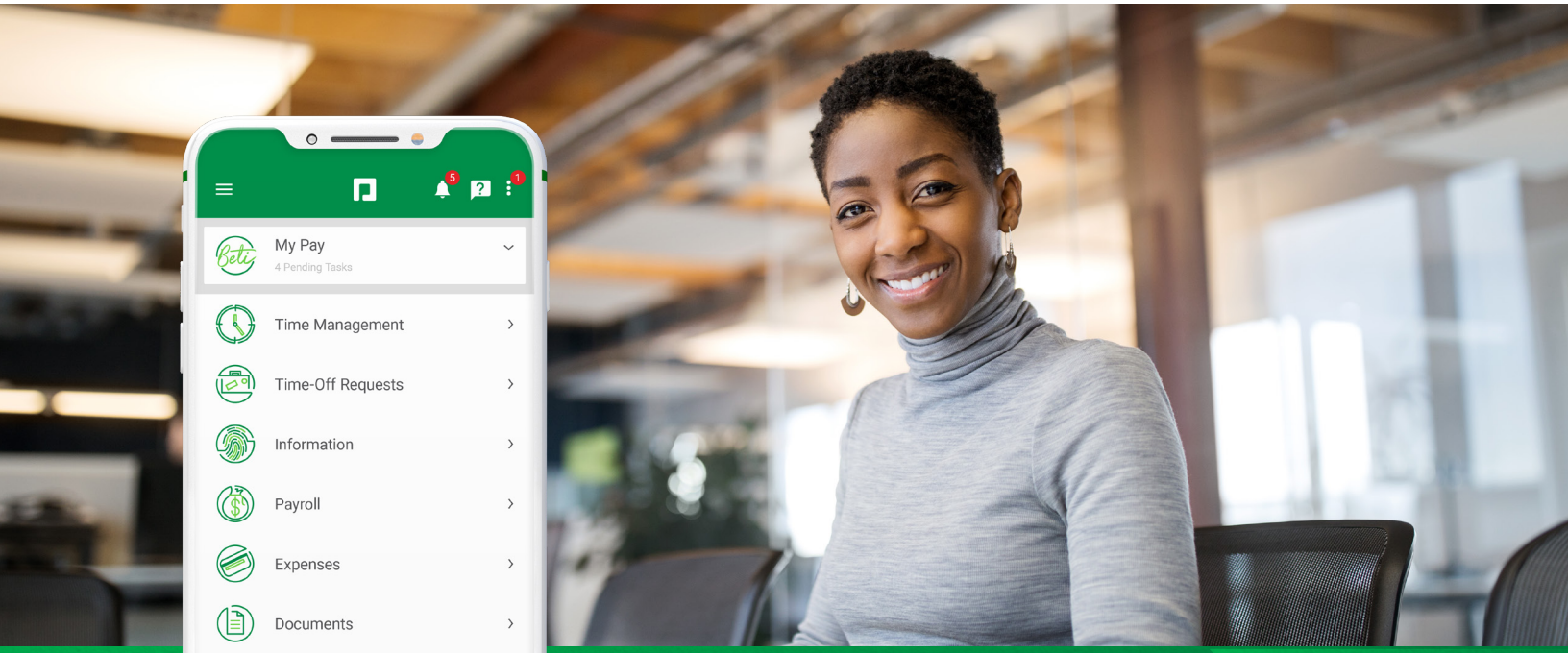


“We’re looking for a cultural effect where we’re trying to be transparent. That’s the reason for doing it.”

"With the onboarding process, it eliminates 90% of what I had new employees fill out," said the director. And it's not just new-hire paperwork — that applies to documentation tracking employee training, promotions and certifications, too.

But the back office isn't the only place you're seeing less paper. Paycom digital tickers, visible in Employee Self-Service® through the mobile app, are used to keep the staff up to date on everything from safety to messages from leadership. Communication is a big part of the company's transparency effort, and the tickers provide an easy, customizable (and paper-free) conduit for information.

And that door with all the leftover tape? The tape is still there, but like the messages it used to communicate, this company found a better way.



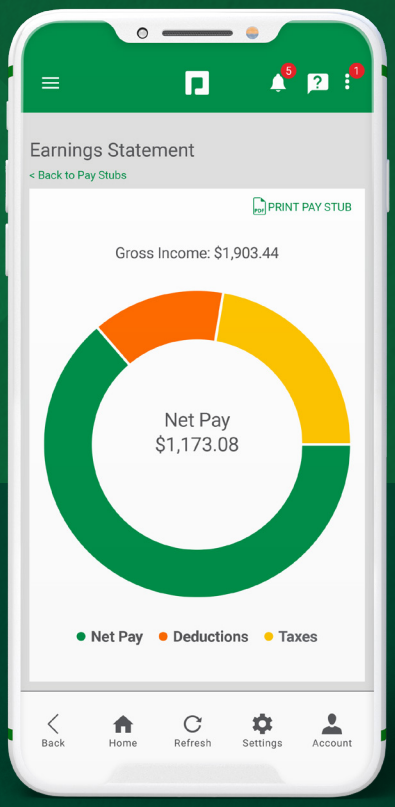
Employee Self-Service

"Not everyone is computer savvy, but almost everyone here is definitely phone savvy."

CLIENT PAYCOM TOOLS INCLUDE:

- 401(k) Reporting
- Applicant Tracking
- Benefits Administration
- Beti®
- Documents and Checklists
- Employee Self-Service®
- Enhanced ACA
- E-Verify®
- GL Concierge
- Onboarding
- Paycom Pay®
- Paycom Surveys
- Personnel Action Forms
- Report Center
- Scheduling
- Time and Attendance
- Time Clocks and Terminals

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Beti

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