



CASE STUDY | JULY 2024

# How a Cosmetics Company **Reduced Payroll Processing Time by 85%**

 paycom®

# Client Info

 4,000+ EMPLOYEES WORLDWIDE

 HEADQUARTERED IN CITY OF INDUSTRY, CALIFORNIA

 5 OFFICES ON 3 CONTINENTS

If it's not the research and development (R&D) team working to anticipate customer demand, then it's factories producing the latest products, distribution teams making sure store shelves get stocked or marketers showing an entire planet's worth of makeup buyers why it's an industry leader.

**As you're reading this, employees for a California-based cosmetics giant are working to get paid.**



# Challenge

As part of the largest privately held beauty company in the nation, more than 4,000 employees “trust us to acknowledge their hours,” said the vice president of marketing.

Members of leadership don’t take that responsibility lightly, but using multiple systems from previous HR and payroll tech providers produced decidedly unglamorous results on payday. Each and every payroll cycle, errors commonly popped up. Fixing them after the fact proved a slow, tedious process.



Amid the fast-paced environment of the company’s laboratory, the innovation director highlighted the havoc payroll errors can wreak: “In R&D, we work in minutes,” she said. “I want my employees to be able to run wild with their ideas, not be hindered by their HR tech.”

Her team members felt the same way. As one cosmetics chemist put it, “With the old system, it could take a few days just to get a modification to your time sheet.”

The clunky payroll process covered the entire HR department like a dark cloud. A previous payroll manager went so far as to sequester herself in her office for two days every pay period to process payroll undisturbed.

“I never bothered her,” said the HR manager. “I was too afraid.”

The numbers further demonstrated the difficulty these HR pros faced when trusting their most essential processes to different systems for payroll, recruiting and benefits.

“We used three systems with five passwords for HR,” said the vice president of HR. “Most of our processes were paper-driven, and I had to create more than 2,000 templates to generate my reports.”

**“We didn’t have a system. We had systems,” said the chief administrative officer, “and nobody was master of them all.”**

At every level of the organization, tedious processes and time-consuming paperwork hampered efforts. Would it be possible to find a system that not only streamlined essential HR and payroll processes, but also provided a confident payday experience for everyone?



# Solution

When seeking the efficiency lacked by this American brand with worldwide reach, choosing Paycom was the only solution. The previous provider's three systems with five passwords were replaced by Paycom's single software with one login and password for all functionality.

In a recent study, Forrester Consulting found a composite company representative of interviewed Paycom clients saved \$2.3 million over three years by consolidating legacy systems and using Paycom instead.\*

The cosmetics company realized the value of all HR and payroll existing in one — and only one — database, accessible 24/7. According to the hiring manager, "Paycom has everything I need. It's the only place I have to go."

"We see innovation as problem-solving," the vice president of marketing said. "That's how Paycom ties into our concept of innovation: creating multiple solutions in as few steps as possible."

Moving to Paycom's lone app delivered tangible value to HR staples like recruiting, benefits and training. However, the real leap forward arrived with Beti®, Paycom's employee-guided payroll experience.

Beti puts the accuracy of payroll within employees' hands by automatically finding errors, then guiding workers to fix those mistakes before submission. That way, payday brings no surprises — just accurate amounts, saving HR from wasting time on costly corrections, voids and reversals.

**"Beti is doing everything for HR," said the HR vice president.**

The positive shift isn't limited to HR; everyone in the organization feels the difference.

In the warehouse, the beating heart of the organization, the distribution center manager loves how Beti lets her employees identify payroll errors without slowing anyone down.

"It's easy. They're able to do it right away on their phones," she said. "And I can fix any problem in less than five minutes."

Back in the lab, chemists now focus on creating the latest must-have shades and premium formulations that customers expect, all because payday errors no longer blemish the accuracy of employee-guided payroll.

“Because I do my own payroll, I’m confident that it will never be wrong,” one chemist said.

Regardless of which task is on HR’s to-do list, nobody has to lock themselves in an office — much less spend considerable time in one.

“With Beti, we only need a few hours at most to process payroll, not multiple days,” said the HR vice president. “Now I have time to focus on recruiting or reviews or expenses.”

Improved engagement and reduced payroll headaches are definite benefits, but Beti doesn’t stop there. This employee-guided payroll experience has helped the organization send dollars back to the bottom line. Employment compliance in California is among the strictest in the country, which raises the stakes for payroll accuracy.

**“Paycom has saved us legal costs by avoiding potential (time and attendance) litigation,” said the vice president of HR. “Paycom saves the company about \$30,000 annually.”**

Were these effects transformative? No doubt! But were they unusual? Actually, they weren’t unusual at all.

While striking, such savings are not uncommon. In the Total Economic Impact™ study from Forrester Consulting, Paycom saved the composite organization’s HR and accounting teams 2,600 hours a year, with annual efficiency gains worth \$722,000.\*

“Whether it’s a payroll system or any system in the company, our goals are always the same: to further our business and to further our employee experience,” said the chief administrative officer. “Paycom addressed both of those for us.”

As you read this, the cosmetic company’s employees around the world were able to focus on their work. Because of Paycom, they’re confident they’ll get the pay they earned — on time and accurate, no makeovers needed. That’s the foundation of achieving excellence worldwide.



# Client Paycom Tools Include:

Applicant Tracking

GL Concierge

Benefits Administration

Government and Compliance

Beti®

Paycom Learning

COBRA Administration

Paycom Surveys

Documents and Checklists

Performance Management

Employee Self-Service®

Scheduling

Enhanced ACA

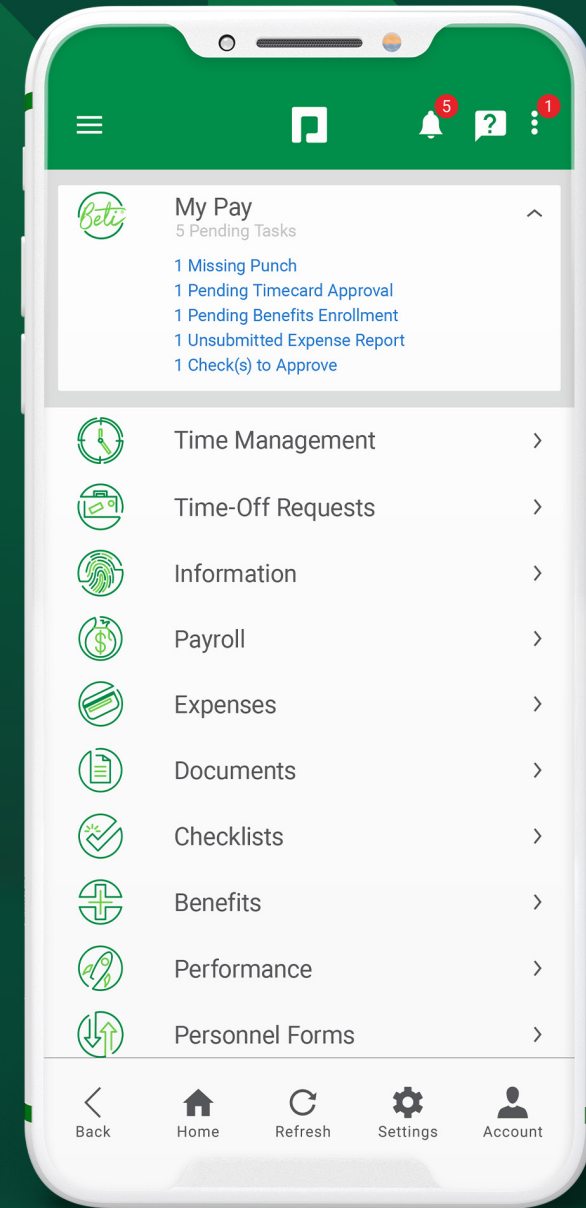
Time and Attendance

Expense Management

“Having everything housed in Paycom — the difference was like night and day.”

“Paycom is a one-stop shop. There’s only one system we need to go to, and we’re able to get everything accomplished.”

“To any of my colleagues in the HR field, if you want to make a much bigger impact on what you do on a day-to-day basis and in your employees’ lives, Paycom is the place to go.”



See what Paycom does for your company at [800.580.4505](tel:8005804505) or [paycom.com](https://paycom.com).