



CASE STUDY

HERE TO SERVE:
**How a Casino Won Big
by Switching Back to Paycom**

A COMPANY OF HEROES

Client Info



RESORT AND CASINO
IN FORT YATES,
NORTH DAKOTA

467

EMPLOYEES

PAYLOCITY → paycom®

RETURNED TO PAYCOM
AFTER SWITCHING TO
PAYLOCITY

\$490K

SAVED SOLELY FROM
EMPLOYEE USAGE
OF PAYCOM

35%

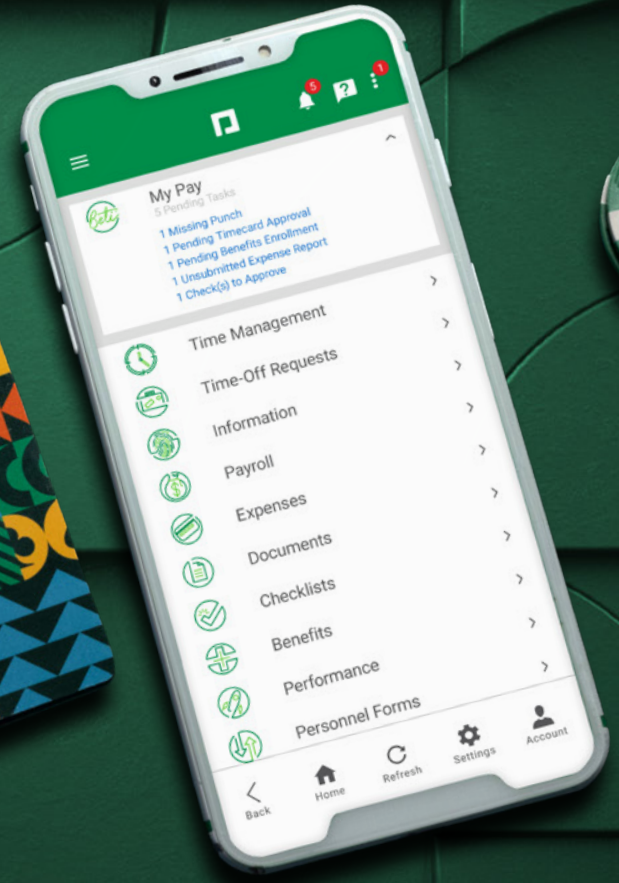
REDUCED EMPLOYEE
TURNOVER BY 35%

For the HR team at Prairie Knights Casino & Resort in central North Dakota, going above and beyond to create a winning workplace isn't just a job — it's a calling.

With a 24/7 operation catering to guests from all over the country, Prairie Knights Casino has been a destination for vacations, gambling, concerts and fine dining for over 30 years. A dedicated workforce is required to deliver round-the-clock service to Prairie Knight's clientele, and that requires HR tech that's ready for anything.

"You get into HR to serve."

—HR DIRECTOR



Challenge

When Wes Long Feather came on board as the HR director at Prairie Knights Casino, choosing the organization's HR and payroll technology was one of his many responsibilities. What his team needed was the tools to reduce time-consuming tasks so they could focus on the important work HR is uniquely suited to handle. After making the move from Paycom to Paylocity, what they got was HR tech that just wasn't able to deliver what Prairie Knights required.

"There were standard things that our previous provider couldn't do," said the HR director.

The director of cage operations, for instance, wanted to train her supervisors to use personnel action forms so they could be more actively engaged in managing their employees. But with Paylocity, even she was stuck.

"I couldn't navigate it myself, so how could I train my supervisors to do it?" she said.

On the gaming floor, one of the pit bosses wasn't even able to manage parts of her job.

"Paylocity made it too hard to handle time sheets or create schedules. I had to rely on my boss to do it," she said.

This same provider's tools were supposed to help employees manage their data, but all they did was put more work back onto the HR team. When they weren't chasing down timecard approvals or manually entering data, they were trying to create vital reports with a system that either provided too little or too much information.

"One employee even told me, 'I wish we could just stay with Paycom.'"

—SECURITY SUPERVISOR





In the midst of all this, they had no one to turn to for help when they needed it.

“Talking to Paylocity customer service every day was frustrating,” said Steven, the human resources generalist. “We’re open 24/7, but HR isn’t. Sometimes we needed an answer quickly, but you wouldn’t get it until the next day.”

The final straw came when it was time to deliver essential monthly reports to the casino’s governing body, the Standing Rock Sioux Tribal Council.

Despite promises that these reports would be easy to generate, the team had to hunker down and create them manually *every month*.

“Our previous provider didn’t have the ability to pull that information,” said the HR director. “We knew there had to be a better way.”

“Going from Paylocity to Paycom was a horse of a different color because Paycom is so user-friendly and the information is right there at my fingertips.”

—HR GENERALIST

Solution

For this organization, going forward meant going back — to Paycom.

Employees across the organization were excited when they heard the news, and with the assistance of their dedicated specialist and an implementation team committed to Prairie Knights' success, Paycom's elite customer service started immediately.

"The team was extremely helpful and stayed on task when it came to maintaining the implementation schedule," said the HR generalist. "With Paycom, the hands-on aspect was there."

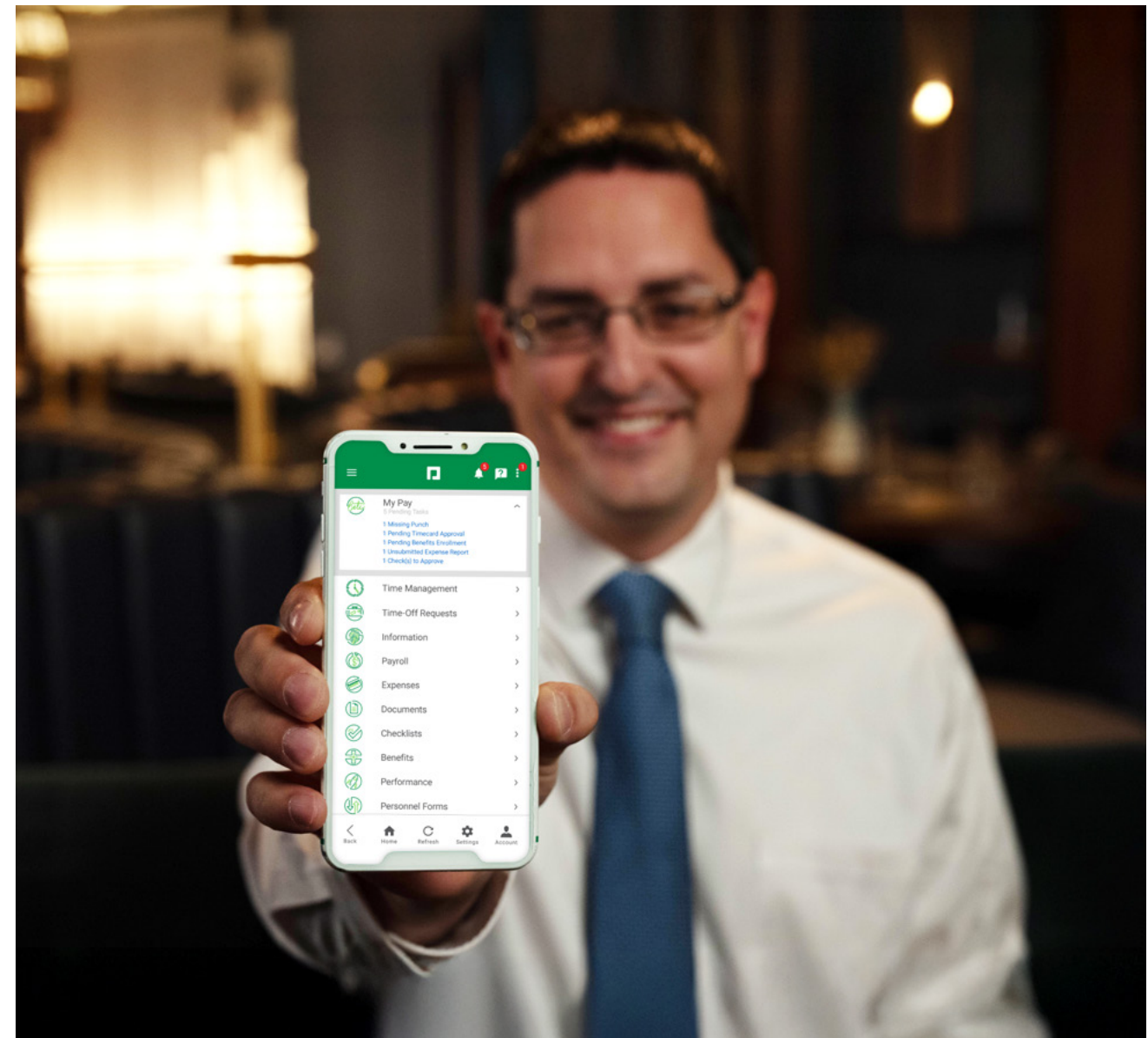
With simpler, intuitive tools and the power of full-solution automation, everyone from the front desk to the gambling floor finally had the tools to effectively manage their data. This liberated everyone to focus on their work and, by extension, create a better guest experience.

"Everything within Paycom is so seamless," said the security supervisor. "I'm not stuck behind a screen. I can be on the floor, serving my guests."

Small tasks no longer take up the cage manager's time, so she could help her supervisors grow by giving them the tools to develop the employees they oversee. One big goal in that effort — teaching her supervisors how to use PAFs — became easier than ever.

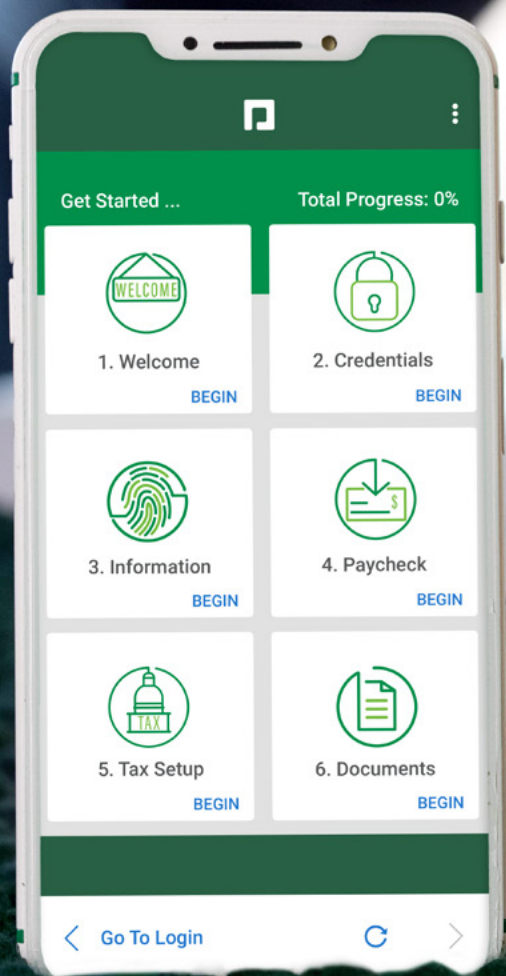
"I don't spend much time on time sheets or managing time off for my employees," she said. "And Paycom gives us exactly what we need to train my supervisors on PAFs."

With employee-managed data flowing through an automation-driven single software, HR isn't fixing errors or chasing down information.



"The more tools we use in Paycom, we've noticed a greater return on our investment."

—HR GENERALIST



And the reports needed for the Tribal Council? Those don't take much time either.

"In Paycom's Report Center, you can pull up pretty much any data," said the HR generalist. "All the reports are right there when we need it."

And what do those reports show? If they're using information to quantify how much Prairie Knights Casino benefits from employee usage of HR tech during the first nine months of partnering with Paycom, they're going to have some pretty impressive figures.

"According to Direct Data Exchange®, Paycom has allowed Prairie Knights to save about a half-million dollars," said the HR generalist.

Now equipped with the best HR tech, this HR team was doing more than just building a healthy bottom line. They were now able to take on those tasks HR is uniquely suited to handle.

A major opportunity for change was addressing Prairie Knights' annual turnover rate, which hovered around 110% while it was with Paylocity. With a limited labor pool to draw from, finding and keeping talent was a challenge, but it was a challenge these HR pros were excited to address.

By using data collected through various Paycom tools like Onboarding, Surveys and Report Center, the Prairie Knights HR team was able to develop some truly innovative programs to retain employees. These included discounts on gas, bonus incentives and even short-term access to hotel rooms that gave individuals a stable place to get on their feet as they worked.

The results speak for themselves.

"Paycom helped us reduce our turnover rate by 35%," said the HR director.

"Now we know why we came back to Paycom."

—HR DIRECTOR

For Prairie Knights Casino, HR is simply another part of the corporate structure. It's a team that delivers success for the business but also helps build culture and improve the experience for the people who keep this 24/7 operation going.

"We're a resource. We're here to help our staff. That's what we're here for," said the HR generalist. "And Paycom backs us up."

"My responsibility is to leave things better than I found them. And the employees I supervise? I need to give them the tools to succeed," said the HR director.

"Paycom is there every step of the way."

Are you ready to find out what kind of success is possible when you make the switch to Paycom?

Let us show you how to win.

"You can have the best system in the world, but if you don't have the training, that support and reassurance of 'Hey, do you need any help?' then what do you have? With Paycom, that was always there."

—HR GENERALIST





Client Paycom Tools Include:

- » 401(k)
- » Applicant Tracking
- » Benefits Administration
- » Beti®
- » COBRA Administration
- » Compensation Budgeting
- » Documents and Checklists
- » Employee Self-Service®
- » Enhanced ACA
- » GL Concierge
- » Government and Compliance
- » Onboarding
- » Paycom Learning
- » Paycom Pay®
- » Paycom Surveys
- » Performance Management
- » Personnel Action Forms
- » Report Center
- » Scheduling
- » Time and Attendance
- » Time Clocks and Terminals
- » Time-Off Requests
- » Vault

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[paycom.com/learn-more/why-paycom.](https://paycom.com/learn-more/why-paycom)

