

# HOW PAYCOM'S ASK HERE MADE LIFE EASIER FOR AN Office Technology Solutions Company

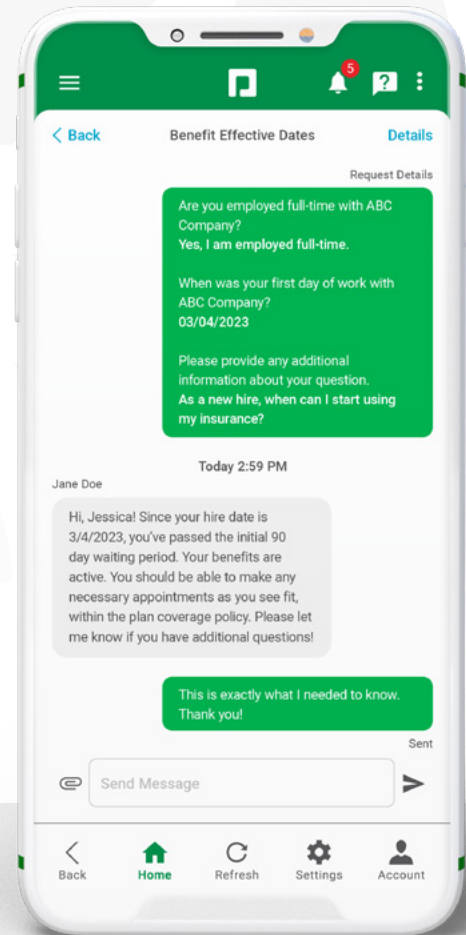
## Client Info

Office technology solutions provider:

- » 80 employees
- » Paycom tools include:
  - » Employee Self-Service®
  - » Time and Attendance
  - » COBRA Administration
  - » Applicant Tracking
  - » Government and Compliance
  - » Benefits Administration
  - » Expense Management
  - » Documents and Checklists
  - » Onboarding
  - » Performance Management



We've got all of the questions and answers there, **and it's just easy.**"



Some organizations thrive in the business of delivering solutions. But just because they *provide* them doesn't mean they can't also *receive* them – and benefit in a big way.

Case in point: an Oklahoma-based office technology solutions company that started using the Ask Here tool as part of its Paycom experience. Available at no additional cost, Ask Here automatically routes employees' questions to exactly the right person to answer them, all from the convenience of Employee Self-Service and the Paycom app. This enables work-related conversations to begin anytime, anywhere; it also frees HR staff from the middleman-like responsibility of directing questions from one person to another.

HR-related questions from employees – for example, inquiries about payroll or benefits – are a reality for any organization. The challenge is finding the most efficient way to field them. For this Paycom partner, employee questions tended to number between five and 10 per week, according to the HR director.

Prior to Paycom, the company used a third-party system to perform this function. Employee questions were sent as emails, which were forwarded to the system, which then generated tickets in response. And resolution of tickets meant more emails.

There had to be an easier way.





You can have time to spend on other tasks **that you need to do** rather than going back and forth between multiple systems.”

The solution started with the initial decision to use Paycom as its HR software provider. Once the company switched over, it was only a matter of time before Ask Here stood out as an attractive alternative to the existing third-party system.

Upon implementing the Ask Here tool, the HR director noticed immediate results.

“The biggest benefit for me after we moved over is just not having so much email clutter,” he said. “You would spend a lot of time going through and trying to figure out, ‘Did I answer that? Did I not?’ And so not having to spend as much time hunting and searching for things like that, it creates more time to do other things.”

With no further need for the third-party system, the process of resolving questions now occurs under the same umbrella as the company’s payroll and other HR functions.

It’s especially empowering for the company’s many off-site employees, who rely heavily on Employee Self-Service. And the cost savings achieved by getting rid of the additional system are just the icing on the cake!

Many HR professionals find themselves questioning how best to increase employee engagement while decreasing unnecessary communications and boosting overall accountability. This is certainly true of the company’s HR director. For these busy professionals, Ask Here provides an answer.

Learn what Paycom can do for your company  
at 800.580.4505 or [paycom.com](https://www.paycom.com).

