

A man with a beard and safety glasses, wearing a blue shirt and a dark apron, is standing in a factory or warehouse. He is holding a tablet computer in his hands and looking at the screen. He is also wearing a blue earpiece. In the background, there are shelves with various items and a large green structure. The image is partially covered by a green diagonal overlay on the right side.

CASE STUDY

How a Manufacturer Saved Millions in Retention by Automating HR

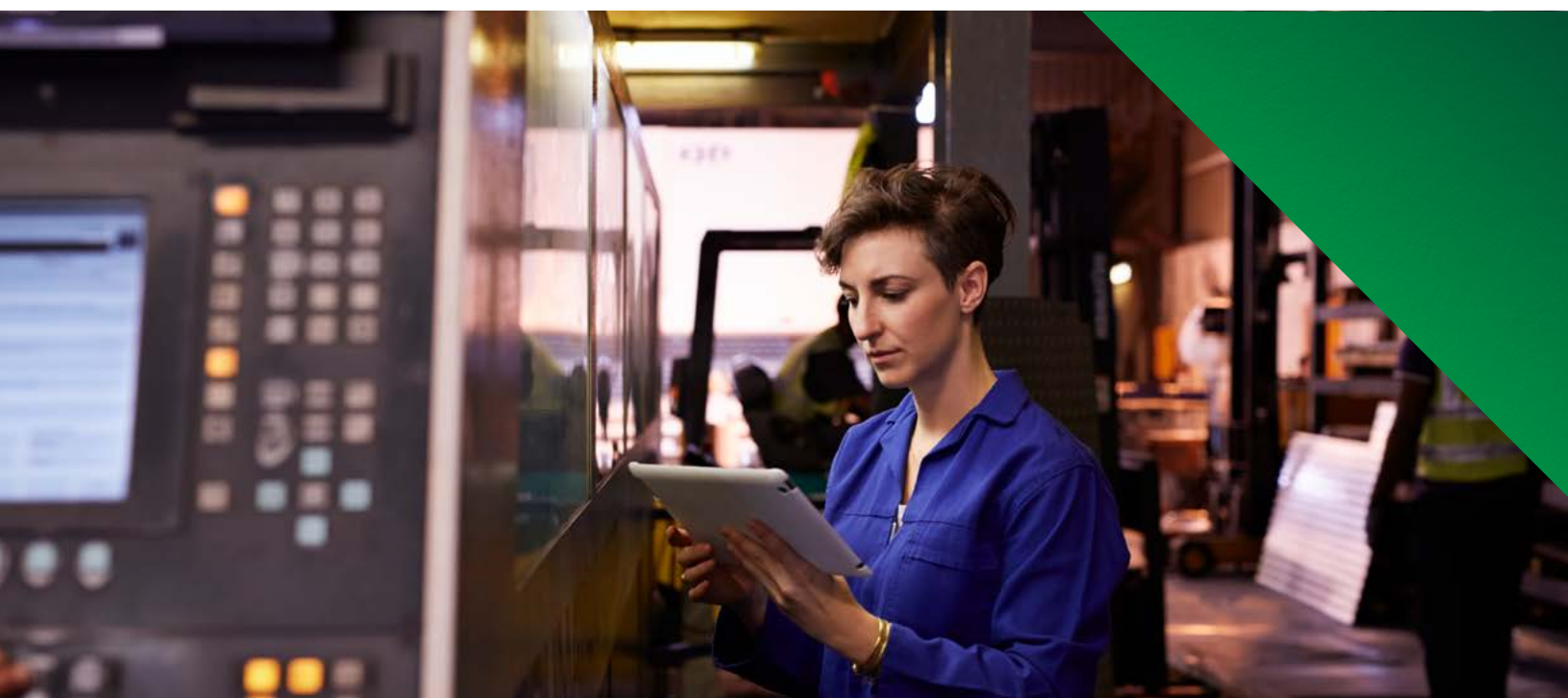
For a family-owned manufacturer with nearly 70 years in business, continually refining practices and techniques isn't just the best way to stay in business; it's the *only* way. But what happens when you need to extend that spirit of innovation from the factory floor into the HR department?

CLIENT INFO

- » 1,070+ employees
- » Headquartered in Chicago, Illinois
- » 9 locations

CHALLENGE

This manufacturer has embraced the latest techniques and technologies over the years, like adding computer-aided design and machining to a manufacturing process that was once primarily accomplished with hand tools. “We like to say that we work *on* our business, not *in* our business,” explained the CEO. “We put so much tech and effort into modernizing and becoming more efficient in our product and assembly lines, but we never really applied that technology and automation to the back-office activities.” And with the level of assistance offered by its previous HR tech provider, as manufacturing techniques moved ahead, HR practices lagged behind.



The HR tech system was a hassle to use. “Trying to get anything changed was a monumental task,” said the CEO. Reaching customer service was difficult, and even when the company finally connected with someone, the results were lackluster. “It was very difficult to change their systems to the way we like to do things,” said the CEO. As a result, the HR staff would personally walk each employee through the various processes. “They were used to that kind of hand-holding,” he said.

Access to actionable information was also an issue for decision-makers. In a business that needs quality data to drive continuous improvement, the reporting provided by its HR solution wasn’t giving leadership the info they needed to address issues like retention and turnover.

It was clearly time for some administrative innovation. But when a seasoned innovator needs help making leaps forward, where does it turn?



“We’re trying to attract the next generation into the manufacturing environment, and we’ve had success utilizing tools like Paycom to modernize what we’re doing and appeal to a more tech-friendly demographic.”

SOLUTION

Luckily, this manufacturer found a kindred spirit in Paycom — an HR tech provider sharing its passion for efficient, streamlined processes. “Continuous improvement is a big thing for the manufacturing industry, but Paycom really stands out in that area,” said the CEO.

Some might think of Paycom as just a provider of payroll services; this manufacturer saw the cutting-edge HR tech for what it was. “You can do anything you want on the HR side of the house with Paycom,” said the CEO.

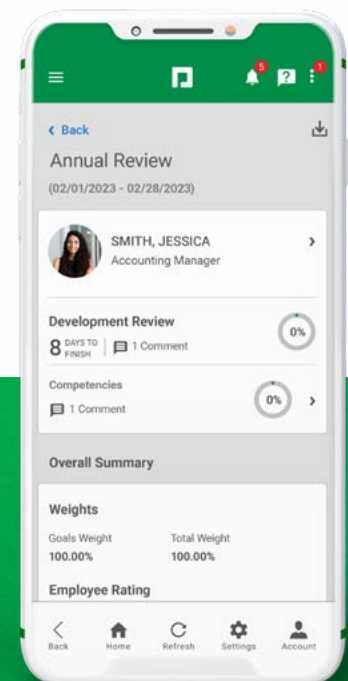
A user-friendly, self-service approach to managing employee data wasn’t the only benefit this manufacturer uncovered. Paycom’s reporting capabilities opened up new avenues of decision making, especially when it came to tackling a nagging concern: employee retention. It was Paycom’s analytical tools that finally delivered the insight to help reverse the trend.

“It was millions of dollars in savings,” said the CEO. “Being able to visually track everything that's going on and then utilizing the data to put numbers to turnover was a big one for us.”

But for this manufacturer, continuous improvement is the *only* kind of improvement. So how does it uncover the next step to leveling up its HR? With Paycom, it’s the Executive Benchmark meeting.

The C-suite regularly meets with their Paycom rep to strategize ways to realize even greater ROI for its HR tech. “Having a company like Paycom that’s a true partner is really unique. They see what’s in the best interest of our organization, and you don’t see that very often,” said the CEO.

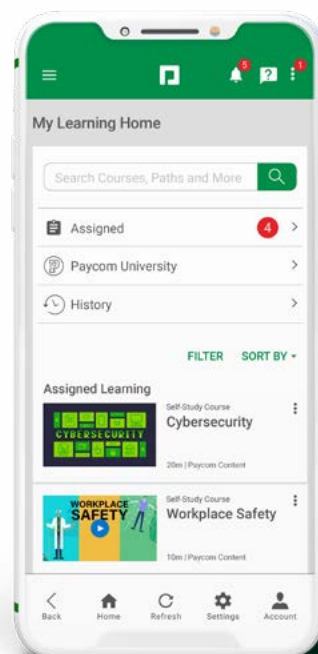
“Performance reviews and the goal tracking — being able to put that all in one central area, it’s so nice to have everything there. You’re being able to visually track everything that’s going on.”



Performance Management

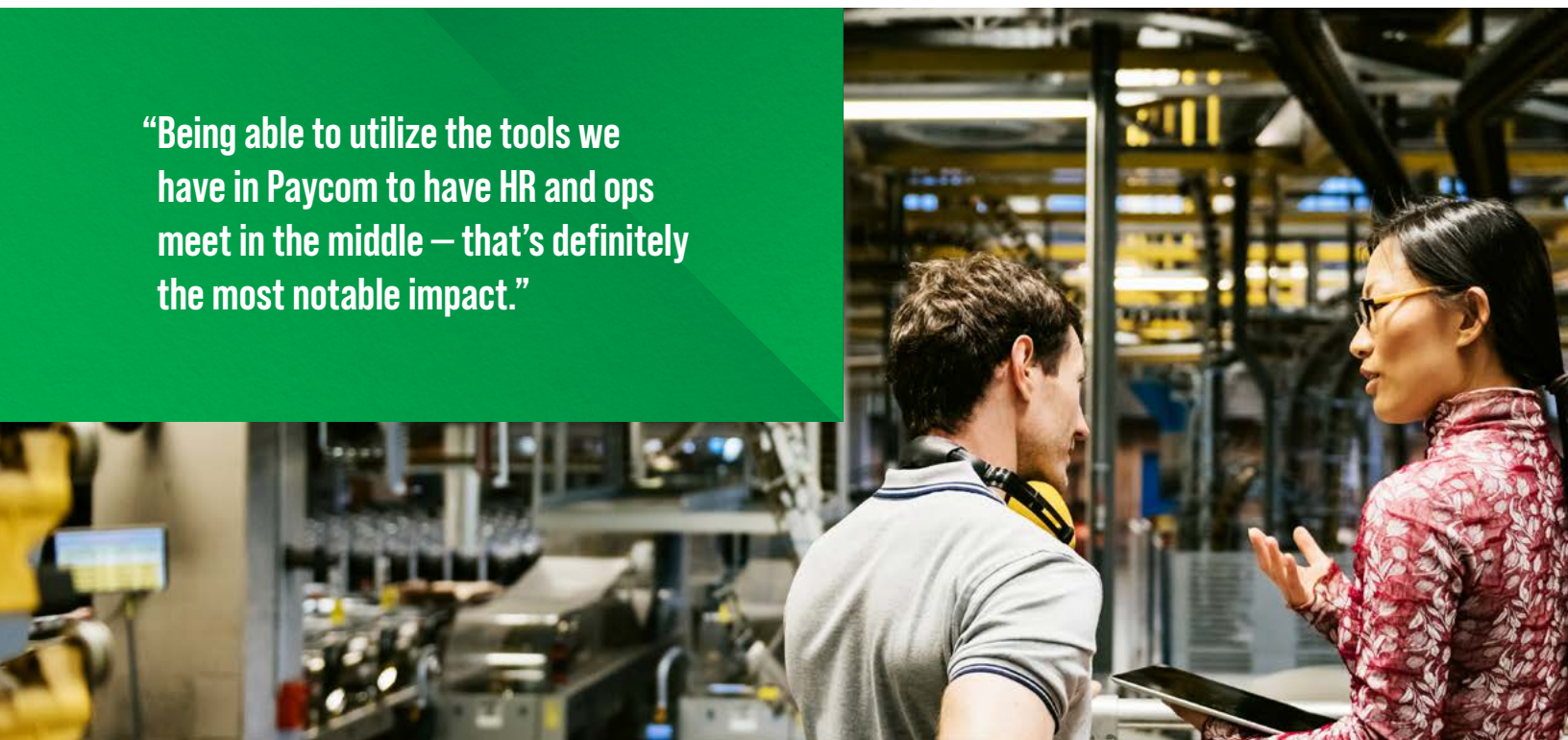
What's on the horizon for this Midwestern manufacturer? As a result of its most recent Executive Benchmark meetings, leveraging Paycom's learning and reporting tools to further build retention is the next target. Having access to a deep catalog of content subscriptions through Paycom Learning has already helped the organization get closer to meeting its educational goals. "It's all in one place," said the CEO. "We're going to see more people get their training done early. That's going to be a big time-saver."

When his team isn't hitting the books, they'll be taking advantage of Paycom's analytical expertise. "Pushing more data and the power of the tools to all levels of the organization. I think it's going to be a big win for this year," said the CEO.



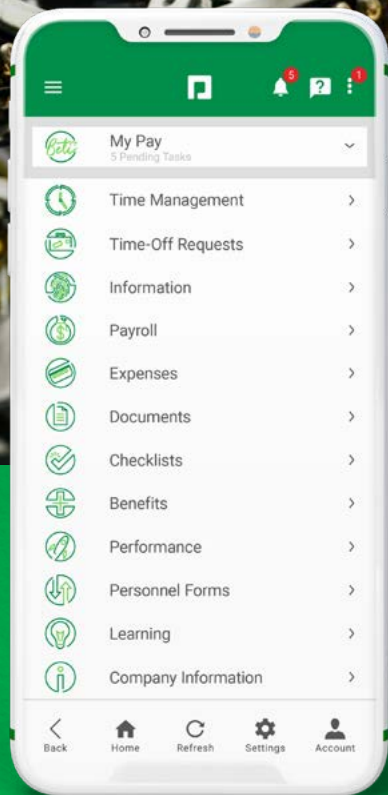
Paycom Learning

"Being able to utilize the tools we have in Paycom to have HR and ops meet in the middle — that's definitely the most notable impact."



While other businesses may be content to revel in past wins, this manufacturer will continue looking forward as Paycom helps it uncover and implement ever greater paths to success.

“I like to focus on where we’re going, not where we’ve been,” said the CEO.



Employee Self-Service®

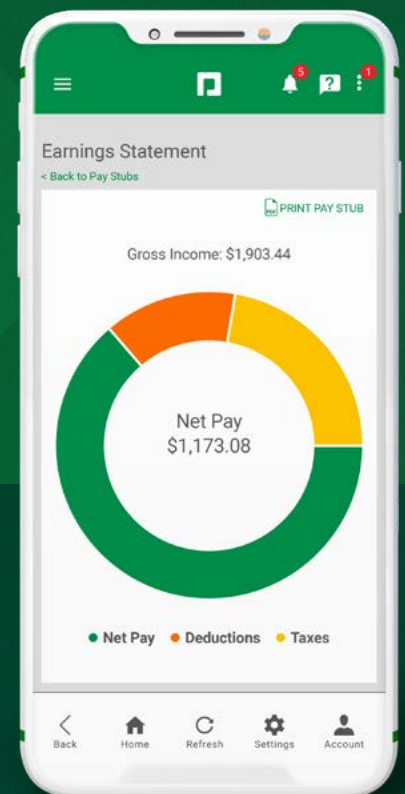
“I think the ability for all the employees to go in and change even the most basic stuff, the ability to take that off the HR staff and make it so easy, error-proof as well, is just huge.”

CLIENT PAYCOM TOOLS INCLUDE:

401(k) Reporting	Government and Compliance
Applicant Tracking	Onboarding
Benefits Administration	Paycom Learning
Clue®	Paycom Surveys
COBRA Administration	Payroll
Compensation Budgeting	Performance Management
Documents and Checklists	Personnel Action Forms
Employee Self-Service®	Report Center
Enhanced ACA	Scheduling
Enhanced Background Checks®	Tax Credits
E-Verify®	Time and Attendance
GL Concierge	

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your company at **800.580.4505**
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