

Switch

with PrimePay since 2009



PROFESSIONAL
SERVICES



MAIN LOCATION
HOMEWOOD, AL

15

EMPLOYEES



TECHNOLOGY
PAYROLL

Pain-Free Payroll and Onboarding for a Growing Business

Switch finds a personalized payroll provider in PrimePay and ends its payday frustrations.

“Time savings are important for us as a small business. If I spend an hour dealing with payroll when I should be out selling the next project or servicing the next customer, that’s a huge loss,” said Justin Hardy, Owner.

If at first, you don’t succeed

When Justin Hardy went into business for himself in 2006 installing audiovisual and surveillance systems in homes and businesses, sales were the primary focus of his daily activities. Things like payroll, benefits administration, and other managerial responsibilities weren’t on his radar.

Today, Switch employs 15 technicians and service people, some salaried workers and others paid hourly. Hardy still carries full responsibility for

Initial Challenges

- Business owner without specialized knowledge of payroll.
- Lack of needed support from previous payroll administration service.
- Difficulty reaching support personnel through a toll-free number at their previous provider.
- Confusion around previous employee onboarding process.
- Inability to pay ad hoc bonuses quickly and accurately.
- Significant time wasted seeking help and information.

Solution

- With the help of PrimePay, business owner Justin Hardy saved time, gained immediate access to a friendly support team, and completely eradicated payroll-related frustrations.

Benefits

- Streamlines employee onboarding.
- Automates salary and benefits calculations, eliminating errors.
- Provides immediate telephonic access to support personnel.
- Makes payment of ad hoc bonuses a breeze.
- Reduces payroll administration time to five minutes per payroll period.

To see our technology in action, visit
www.primepay.com



// “It was a revelation talking to PrimePay about how flexible and easy the software is to use,” Hardy states. “Everything I wanted to do for the business – onboard employees faster, simplify payroll, and pay out ad hoc bonuses to deserving employees – could be done with a couple clicks in the same system. I made the change without thinking twice!”

decisions around personnel, strategy, and marketing, but he never enjoyed the burden of managing payroll.

Early on in his company’s growth, he invested in a well-known payroll administration service, hoping to offload payroll management activities he didn’t want to manage and to simplify things like employee onboarding that he didn’t have much experience in dealing with.

Hardy believed he’d solved the problem of paying employees on time and accurately, but still struggled trying to piece together how to do essential tasks like calculating payroll taxes and deductions.

“It was so frustrating trying to figure out how to onboard or offboard employees, how to calculate time off, or how to calculate taxes on performance bonuses by myself,” Hardy says. “I wasted so much time dealing with payroll when I should be out selling the next project or servicing the next customer. All I wanted was a friendly voice at the end of a phone to advise me.”

Making matters worse, his system on occasion—and for no apparent reason — deactivated direct deposits and instead mailed checks to employees.

“Leaving employees without cash late on a Friday afternoon was the last thing I wanted to do and felt terrible,” Hardy says. “There wasn’t much I could do because all I had was a website and an 800 number with a bunch of voice prompts.”


A chance meeting, and an immediate solution

Hardy met a PrimePay Sales Executive at a networking event where he learned about PrimePay’s payroll solution and services. Eager for a better solution, Hardy engaged PrimePay, asking questions and soaking in the information.

With PrimePay, employee onboarding is quick and easy, and the intuitive and user-friendly website means there’s no need to pore through a knowledge base looking for seemingly simple answers. Hardy hasn’t just reduced the time he spends on the bi-weekly payroll run. Electronic funds transfer instantly and payroll runs like clockwork. In the rare cases when he does have a question or an issue, he takes advantage of PrimePay’s service team, getting immediate help from a live person with expertise working with companies of Switch’s size.

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// “It’s all just so quick and easy now,” says Hardy. “Every other week, I jump into the website, I check everyone’s pay, I may add some reimbursements or discretionary bonuses with the right amount of tax withheld, and I submit. I complete the bi-weekly payroll in around 5 minutes and I’m on to the next thing.”

Disasters averted

PrimePay has helped Hardy replace daily challenges and stresses with error-free, efficient workflows that make it easier to welcome new team members and make sure everyone gets paid on time with what they’ve earned.

“Before PrimePay, employee onboarding often took several days because I was balancing my other responsibilities with trying to figure out how to get everything set up correctly,” he says. “Now, it takes 5 minutes and if I need help, I can call and speak with a representative.”

Hardy says that he had to call his previous provider at least once a month for support. But because PrimePay is intuitive and so easy to use, he has reduced the number of support calls to about one per quarter.

That hands-on, personalized support came in handy during an unexpected emergency while he was traveling abroad.

“I was flying out to Amsterdam and was sitting in the airport when two employees texted me to say they hadn’t been paid,” Hardy recalls. “I immediately called PrimePay and had the representative determine the problem and solve it within ten minutes.”

“Everybody got paid and all was well in the end,” says Hardy. “In that moment of panic, I understood what it means to be able to depend not only on a high-performance platform but also on a support team that knows you and has your back.”

Are you spending significant time on your payroll administration?

Book a demo today, and see how PrimePay can simplify your life and transform your organization.

To see our technology in action, visit www.primepay.com

