

CASE STUDY

High Honors: How One Education Nonprofit Excelled With the Right Tech



No business reaches the top of its class with manual, paper-based processes.

Payroll errors, missed time punches and endless, redundant questions are red marks on an organization's report card. And with compliance always in session, outdated systems are the least reliable thing to help pass an audit with flying colors.

Talented and dedicated teachers need simple, intuitive HR technology, so they're spending less time trudging through data and more time prepping students for academic success.

One California-based educational nonprofit ached recruitment and compliance after implementing one easy-to-use app with a proactive payroll experience at its center.

CLIENT INFO

- » **Approximately 700 employees**
- » **Headquartered in Burbank, California**
- » **National nonprofit supporting public charter schools and educational programs**

CHALLENGE

Knowledge is needed for everyone to thrive. Receiving an exceptional education is one thing; ensuring staff deliver it optimally across over a dozen different charter schools is an entirely different challenge.

When the nonprofit formed over 15 years ago, the chief HR officer (CHRO) knew her team needed robust technology to sustain their mission. Unfortunately, the first HR tech provider her company went with didn't cut it.



“Our chief financial officer purchased some software with the hope the pieces would talk to one another. They *didn't*,” she said. “We didn't have a solution.”

With a disjointed curriculum, not even a star pupil could thrive. Neither can HR when it's forced to pull data — or manually transcribe it to paper or type it in to spreadsheets — from several incompatible tools.

The nonprofit's HR director knows firsthand how important accuracy and consistency are to the schools' credibility. The organization is constantly vetted by local agencies to ensure its programs exceed a high, ever-changing standard.

“Our chartering authority wants to know everything under the sun, especially because we have a lot of employees. Our situation isn't cookie-cutter,” she said. “We have to provide so much data and prepare for regular audits. Our livelihood depends on being compliant.”

With so much at stake, the HR department couldn't afford a lackluster grade in performance. It needed a digital partner to ensure it made the honor roll year after year.



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SOLUTION

Luckily, the CHRO knew the missing piece to the HR puzzle.

“Automation is best for HR. If you want to show the department’s value and push its impact, you *have to automate,*” she said.

No tool by itself, regardless of effectiveness, is enough to address the needs of an entire workforce. Her employees required numerous highly effective tools for the entire HR life cycle. The organization found all needs met in a single software: Paycom.

“A lot of options are just for payroll,” the CHRO said of tech providers that didn’t make the cut. **“They dabble in HR, but as a unique organization, we need to store and run data for years. Paycom supports a holistic approach to HR.”**

HR professionals can’t serve as strategic leaders without comprehensive insight into their workforce. Any factor affecting teachers impacts the entire nonprofit.

“Paycom helps us bring value to the C-suite by quickly providing and interpreting important information. It helps us understand everything we need to make life easier for employees. This is how we earn trust from our leaders and staff,” she said.

And she couldn’t afford for their tools to be static; her team was all too familiar with the pain of inflexible, incongruent systems. She knew the ideal HR tech provider had to adapt and scale alongside the nonprofit, which Paycom does.

“They’re able to notice when their timecards are incorrect and address it ahead of time.”

“HR is an artery of the company. Paycom allows us to readily analyze and provide data about new hires, turnover, costs and other trends we’re seeing,” she said. “Paycom is a partner that truly *hears* us. It evolves as we evolve.”

To keep up with the organization’s exponential growth, HR has to carefully study the expectations of its current and prospective educators.

For example, staff members can’t be expected to focus on students if they’re uncertain whether their pay will be accurate and on time. Beti®, Paycom’s proactive payroll experience, gives employees much-needed peace of mind by guiding them to troubleshoot and approve their pay — and resolve the issue if it’s incorrect — prior to processing.

“Beti is great. Our people verify every little detail — every little cent — that makes up their pay. It’s easy to see how it might fluctuate from each pay period,” said the HR director.

Proactive payroll also empowered the HR and payroll manager to remove himself from an endless stream of data entry.

“Beti cuts down payroll time by automating so many of the manual processes, like pulling data from time sheets and other places,” he said. “It also makes employees much more aware of their time and paychecks *before* payroll’s due.”



Great teachers hail from every generation and background. And the nonprofit needs tech that speaks to *all* of them. The HR director recalled how one non tech-savvy new hire was able to complete onboarding, benefits enrollment and everything else needed to hit the books in just a few minutes.

“Paycom is very user-friendly. It’s second nature,” she said.

The single software also grants a competitive edge in attracting and acquiring **“new employees because it modernizes us,”** she said. **“We want people to know we’re innovative and creative. Some schools are a bit older and more archaic. Paycom’s easy-to-use app helps position us as an employer of choice.”**

“Paycom helps us attract good employees and ensure we have great staff. This increases our graduation rates. We can’t get exceptional rates without quality employees.”

No teacher enters the field to spend hours stumbling through hard-to-use software, nor does an HR professional do what they do because they love data entry – much less reentry. Students and employees share an essential purpose: empowering people.

With Paycom, the HR director regularly sees this intersection.

“Our teachers are busy helping students. They’re not always at their desks, but they definitely have their phones. It’s a *huge* relief to tell a supervisor their teachers can access everything they need through Paycom’s app,” she said.

Contemplating the legacy of her department, the CHRO summed up the impact of its workforce tech.

“Paycom facilitates life. It delivers what younger generations are used to and keeps everyone else from spending hours in front of a computer,” she said.

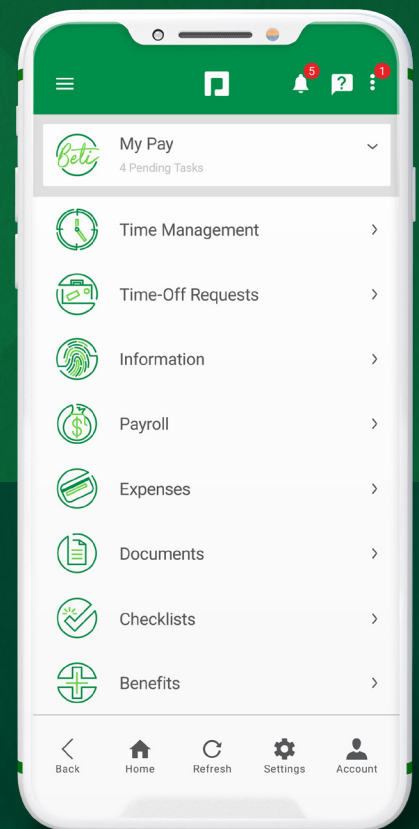
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CLIENT PAYCOM TOOLS INCLUDE:

Applicant Tracking	Government and Compliance
Benefits Administration	Onboarding
Beti®	Paycom Learning
Compensation Budgeting	Personnel Action Forms
Documents and Checklists	Report Center
Employee Self-Service®	Scheduling
Enhanced ACA	Tax Credits
GL Concierge	Time and Attendance

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your company at **800.580.4505**
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