When below average customer service and broken technology impacted business operations, Gerber Poultry turned to Paycor to help overcome HR inefficiencies.

Ursula Lehman, *Human Resources Manager*

"With our previous provider, not much was working correctly. System errors made payroll processing time-consuming, and we spent more than two years voicing our issues. When we met with Paycor, they were very thorough and honest. *We felt like they wanted to be our partner.*"

Why Gerber Poultry left their payroll provider for Paycor

Gerber Poultry is a mid-size poultry processing plant employing 500+ employees in Kidron, Ohio. Food safety and employee safety are top priorities for the company, but when HR, payroll and customer service challenges continuously disrupted business operations, the team decided it was time to seek a new vendor who would listen to their needs and support their business. After receiving references from Fifth Third Bank and their insurance broker, they turned to Paycor.

Prior to Paycor

Gerber Poultry was relying on **multiple spreadsheets** and manual processes to track applicants and create reports. Ursula and her team **lacked confidence in their accuracy of their previous system**, which caused them to double and triple-check deductions, taxes and vacation time. Onboarding was also a **manual process** requiring employees to review and sign documents and fill out forms over the course of their first day. It was a time-consuming process that required **multiple steps** and HR intervention.

After Paycor

Payroll is running much smoother and Ursula and team no longer must analyze taxes and deductions with a fine-toothed comb. They **trust Paycor's solutions** and have **more time in their day to devote to other areas of the business**. Paycor's Applicant Tracking System has **streamlined the recruiting process** and improved Gerber's ability to interact and connect with candidates. And once a candidate is hired, they've moved from a manual to electronic onboarding process where new hires complete their information and review forms prior to their first day. In total, Paycor's Onboarding solution has removed manual entry from the equation, **saving HR more than an hour per new hire.**

Challenges

- **Manual recruiting and onboarding process**
- **Low user adoption of HR systems**
- **Manual reporting and time tracking**
- **Poor customer service**
- **Repeated payroll errors**

Solutions & Key Features

- **Accurate and dependable payroll solution**
- **Knowledgeable and dedicated customer support**
- **Automated Applicant Tracking and Onboarding solutions**
- **Improved Reporting & Analytics & PTO tracking**

10 hours saved

With Paycor, Gerber Poultry has reduced payroll processing by 10 hours each week.

Reporting & Analytics

Each month, Ursula completes a report for the board with various charts and employment data. Before, it took 8-12 hours to pull the right data and create charts. Now with Paycor's Reporting & Analytics solution, she no longer must start from scratch. Reports are saved and can be customized to fit the company's unique needs.

Implementation

Paycor's team provided direct insight and visibility into the implementation process—there were no surprises. Some providers ask customers to pull data and download reports, but Paycor manages this process for customers to help alleviate the burden of tracking down the right information. According to Ursula, "it was the easiest implementation I've ever experienced."

Client Service

For some customers, contacting a provider support can be frustrating and time consuming. But for Ursula, she never dreads reaching out to Paycor for support because she knows her team will take the time to listen to her needs and work to solve any challenges.

"Everyone on the team talks to one another. They are always there for us, and they're so knowledgeable. If they don't know an answer, they don't have a problem saying they need time to research and understand my question. I appreciate that in a partner."

—URSULA LEHMAN

Gerber Poultry partners with Paycor to recruit, onboard, pay and retain their workforce.

- Applicant Tracking
- Onboarding
- Time & Attendance
- HR
- Payroll
- Reporting & Analytics

Paycor