

CLIENT

Hospice of Central Ohio was founded in 1982 and provides expert physical, emotional and spiritual care to patients and families with terminal illnesses. Based in Newark, Ohio, its staff of more than 120 professionals and approximately 250 volunteers serve patients in their homes, nursing homes and assisted living centers.

CHALLENGES

- Previous system was not user-friendly; it was cumbersome and had limited reporting options.
- Generating meaningful reports was time-consuming and difficult.
- IT resources were required to build custom reports.
- Previous HR information system and payroll system were not completely integrated; some manual tasks and duplicate data entry were required.
- Numerous problems were encountered during conversion to previous system.

RESULTS WITH PAYCOR'S HR PERFORMER

- Enables the detailed level of reporting that the organization desired
- Makes reporting easier and faster than ever before
- Provides seamless integration of HR information system and payroll system – eliminating need for duplicate data entry
- Achieved a smooth transition to HR Performer; ensured business continuity with no downtime and minimal effort from client



Hospice center finds comfort in new HR solution.

CHALLENGE

Cumbersome reporting and processes frustrated management.

Hospice of Central Ohio provides an invaluable, special kind of care to patients and their families—and with the aging population the need for these services will only continue to grow. Having fast and easy access to critical HR-related information was a must for the organization to effectively manage its workforce. However, accessing HR data and using it to generate meaningful reports often seemed a Herculean task for the not-for-profit organization.

Hospice of Central Ohio had tried a number of software programs to manage HR information, including two from national payroll providers and one industry-specific system. The previous systems were cumbersome and had limited reporting options. “The systems stored the information, but not much else,” said Peggy Streby, HR administrative assistant at Hospice of Central Ohio. “We could build custom reports, but it was rather complicated. I had to call my IT people any time I needed a report.”

Another drawback and daily frustration: Their previous systems didn't effectively “talk” to the payroll system. Duplicate data entry was often required—hours that could have been spent on more strategic tasks.

While the organization wanted to make a change, past experience made them leery. “We were concerned about learning an entirely new system,” said Peggy. They were also hesitant to undergo the frustrations of another conversion. “Our last conversion was painful. I had to manually re-enter the data.”

SOLUTION

HR Performer:

Fast access to reports and seamless integration with payroll

Hospice of Central Ohio's previous experience proved that no system is worth having if you can't easily use it. The organization's CFO ultimately decided to make a change because he couldn't get the level of reporting he needed with the prior system.

Today, HR Performer offers Hospice of Central Ohio a web-based solution that gives them control—flexible tools and a point-and-click interface for rapid access to data. Because HR Performer is completely integrated with their payroll software, Paycor for Windows, the organization no longer needs to make duplicate entries, which has improved data accuracy and saved administrative hours. How difficult was the conversion? “The implementation was very simple—much smoother than I expected or could have hoped for,” said Peggy.

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KEY BENEFITS

Detailed reporting capability – without IT support

Now it's a snap to generate standard and customized reports. A clean web-based interface, easy-to-read customizable reports and application screens provide quick and simple access to data. "I've never had to use our IT resources for help with HR Performer," said Peggy. Today management is spending less time getting the data and more time analyzing it.

True integration of HR and payroll systems

"These programs talk well with each other," said Peggy. "The seamless integration is better than what I've experienced with other programs." For instance, she explains, before HR Performer she didn't have the capability to add the insurance benefit deduction to the payroll system without manual data entry. "Now, when we enroll an employee in a plan it's much easier to sign them up, and we only have to enter the deduction once," since the HR application automatically exchanges information with the payroll software.

Personalized service and support

Peggy and her team had a single point of contact during the implementation. This same person remains their day-to-day contact today. "Eric is very attentive and knowledgeable," she said. "If he doesn't know the answer, he doesn't waste my time on the phone, but he gets back to me very quickly. He's a gem."

HR Performer was built to be managed by HR professionals without the need for IT intervention. Hospice of Central Ohio's implementation was rapid; they were up and running in a matter of weeks. "Paycor did a very thorough review of what we needed and how the system worked," said Ashley Miller, an Accountant at Hospice who co-led the transition. "Then they brought the information over. It was seamless from the payroll side, and everyone got paid without any glitches." Training was provided as well, although "the system is extremely intuitive," adds Peggy.

After one year on HR Performer, Hospice of Central Ohio is now looking ahead to how the organization can take advantage of the many other features and benefits the application affords—particularly the self-service capabilities. For instance, employees can do perform tasks such as enroll in benefits, update personal information and request time off. Managers can submit a leave of absence, salary changes, register employees for training and approve time-off requests.

"I'd like to move to online open enrollment," says Peggy. "I also want to do our evaluations in HR Performer. We have a complicated and cumbersome paper form. Building the evaluations in HR Performer will save us a lot of time and help us to be more efficient."

We invite you to connect with us about your organization's specific HR management needs and learn how HR Performer can help you empower all levels of your organization, simplify processes and reduce administrative expenses.

“HR Performer is a terrific product and speaks very well with our payroll system, Paycor for Windows. The seamless integration is better than what I've experienced with other programs.”

– Peggy Streby,
HR Administrative Assistant



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