



CLIENT

The Caribe Royale All-Suite Hotel & Convention Center in Orlando and the adjacent Buena Vista Suites Hotel combine to form the CARIBE, Orlando's largest independently owned all-suite hotel combination with 600+ employees.

CHALLENGES

- Previous payroll and time and attendance solutions weren't evolving to meet current needs
- Some critical labor management scenarios unique to the hospitality industry couldn't be managed with the inflexible software
 - Attendance "points policy" administration was being done manually
 - Banquet gratuities distribution also needed to be automated
- Manual processes meant paper trails – which didn't align with the hotel's commitment to green business practices
- Managers and supervisors didn't have control of labor management data
- Managers and supervisors couldn't access important data since the solutions weren't Web-based
- Customer service was diminishing

RESULTS WITH PAYCOR'S INTEGRATED SYSTEMS

- Software is constantly being upgraded, and feedback from clients guides the enhancements
- Flexible software allows for points policy administration and banquet gratuities distribution to be automated
- Elimination of manual processes has saved time, money and paper
- Both HR/payroll staff and supervisors have more control over labor management
- Web-based solutions mean supervisors can access labor management data any time, from anywhere – and employees now use the self-service module for leave requests and to check benefits
- Dedicated Paycor product specialists are easily available to answer questions and solve problems



C A R I B E ROYALE

Hospitality provider delights employees and transforms processes with Paycor's customizable solutions.

CHALLENGE

Antiquated and inflexible software causes manual processes

Business and pleasure go hand-in-hand at the Caribe Royale, an award-winning hotel and conference center located in Orlando. Unfortunately, when it came to managing its workforce, frustration and manual processes also went hand-in-hand.

The hotel was using software that made it difficult to meet its changing labor management needs. "We had been with the same provider for 12 years for payroll and time and attendance," recalls Donna Smithberger, Director of Human Resources. "I noticed about five years ago that the software was becoming antiquated; it didn't grow with us."

Inflexible tools required manual processes. Caribe Royale needed to be able to customize the software to address some labor management needs common in the hospitality industry: employees who work in multiple departments, a points policy to track attendance and tardies, and the tracking and equitable distribution of banquet gratuities. Their current solution couldn't be modified to accommodate these scenarios, and new products offered by the provider were too costly. As a result, manual processes became the norm.

SOLUTION

"It felt like I was able to create my very own solution," recalls Donna, when her company made the decision to convert to Paycor's suite of integrated solutions – time and attendance, payroll and HR – all at one time. "In the past, we were basically told that we needed to adapt to our previous provider's system," she says. "When we began discussions with Paycor, they asked us how they could adapt the software to meet all of our needs."

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– Donna Smithberger, Director of Human Resources, Caribe Royale

Integrated solutions grow with the company

Paycor makes significant investments in software development and the latest technology to ensure its solutions are always evolving. “Paycor is a company that enhances its products constantly. I don’t worry about being lost in antiquated software anymore,” says Donna. She is informed about upgrades and enhancements on a regular basis and appreciates the fact that Paycor listens to her suggestions and is open-minded to her ideas for improving the products.

Customizable software replaces manual processes

In the past, managers and supervisors facilitated the company’s points policy, which assigns a point value to tardies, absences and other attendance-related rules. To complete the process they needed to fill out a form each day, which was then sent to HR, entered into an Excel spreadsheet for calculation, and filed away. Three people had to be involved in the manual process!

Caribe Royale sent Paycor their points policy manual and Paycor modified tools within the software to automate the process. Today managers and supervisors use Paycor’s web-based solutions – available any time, from anywhere – to automate points tracking. With a click of the mouse, data is logged and calculations are automated. Time and attendance tracking works the same way as well – empowering supervisors, improving accuracy and efficiency by 30 percent.

Eliminating the need for so much paper was another benefit. “We are proud to be a ‘green’ hotel, but we certainly weren’t ‘green’ when it came to managing payroll and HR,” said Donna. “The paper trail was a mile high!” With Paycor, they are proud to be reducing their carbon footprint.

More accurate tracking means better control

Banquet gratuities was another area that needed attention. Paycor custom configured its software to automate the process. “We didn’t have good control over it before,” said Donna. Today when a large client is in-house, the gratuities are divided proportionately among the convention services, banquet staff and others based on the automated formula. “Payroll should have the control [over payouts], not an individual doing manual calculations,” said Donna. “We now know to the penny where the money is going, and have assurance that it is being fairly distributed.”

Managers and supervisors also feel they have more control over workforce management. Before Paycor, they were constantly making phone calls to Payroll and HR to get information, since they didn’t have access to data. Since Paycor’s suite of products are Web-based, managers and supervisors – as well as employees – have access to the information they need. Employees use the self-service module to submit time-off requests, check benefits and more.

Underlying all of Paycor’s powerful, yet simple workforce management solutions is the peace of mind that Donna gets from knowing help is a phone call away. “Being in the service industry, customer service is extremely important to us,” says Donna. Before converting to Paycor she noticed that customer service was diminishing. “It was taking days, not hours, to get answers,” she said. “The customer service we experience today with Paycor is above and beyond.”