



CLIENT

Medical Recovery Systems is a privately-owned corporation based in Cincinnati, Ohio, that provides a full range of services in healthcare accounts receivable management, healthcare financial staffing and eligibility services for government programs. More than half of the company's 250 employees work at client locations.

CHALLENGES

- Three different software products were used to execute payroll, time and attendance and HR responsibilities.
- The three software products:
 - Were not integrated, making duplicate entries necessary
 - Were not user-friendly
 - Were not entirely web-based making off-site or after-hours access difficult
 - Were available only to HR personnel requiring managers to consult HR for most issues

RESULTS WITH PAYCOR'S INTEGRATED SYSTEMS

- One integrated software suite handles payroll, time and attendance, and HR.
- Data entered through one entry-point flows automatically to all systems.
- Software is easy to use with reporting that is powerful and accessible, providing needed information accurately and quickly.
- Systems are Web-based, making it available anytime, anywhere. Managers can handle issues without consulting HR.
- Scheduling, PTO requests, management processes and other issues can be handled electronically.

Accounts Receivable Services Firm reduces weekly payroll processing time by 50 percent

MEDICAL RECOVERY SYSTEMS

Medical Recovery improved efficiency and cost savings with Paycor's suite of integrated solutions

CHALLENGE

Cumbersome and disconnected systems for payroll and HR

At Medical Recovery Systems, HR and payroll employees had to learn three different programs in order to execute their weekly payroll, time and attendance, and HR responsibilities. To make matters worse, the three programs didn't talk to each other. Duplicate entries (such as new hires and labor hours) and other manual processes for updating systems were a daily chore. Eager to make these processes more efficient, Medical Recovery Systems began searching for a solution that would upgrade and integrate its payroll, time and attendance, and human resource platforms.

"We weren't happy with the products themselves," said Mark Carpenter, human resources director. "Our people would use Excel instead of the payroll system because it wasn't user-friendly."

The company used a third-party provider for time and attendance tracking, and an in-house system for tracking important HR information—neither of which was accessible to frontline supervisors.

"On any given day we might have 150 employees working at remote client sites, including supervisors who needed to be able to access labor and HR information," said Mark. The fact that the three products weren't Web-based—accessible anytime, from anywhere—presented an obstacle. For instance, when someone would request PTO, managers didn't have access to PTO balance or staffing information. Instead of calling HR, "We wanted our managers to be able to handle issues immediately," said Mark.

To add to the frustration, complicated shift differentials and a payroll period that occurs weekly rather than bi-weekly were other challenges that couldn't be effectively managed with the cumbersome-to-use systems.

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SOLUTION

Paycor's suite of integrated software was the perfect solution

Medical Recovery Systems made the decision to transition to new, integrated payroll, HR, and time and attendance software provided by Paycor. The change has delivered significant efficiency improvements for frontline employees and supervisors.

Solutions that 'really do work together'

When new hire information is entered into the HR information system, it flows automatically into the payroll and time and attendance systems. At that point, the only work left for the payroll staff is to verify the pay rate and add tax and direct deposit information. "This is a huge time-saver for us," said Mark. "I would say that we've reduced our weekly payroll processing time by 50 percent since we made the change to these fully-integrated solutions."

Simple to use, easy to access

Advanced features that are simple to use are major improvements over the previous systems. Supervisors love the easy-to-use dashboard views in the time and attendance system, giving them information they need simply and instantly. For instance:

- **Exceptions are automatically displayed**, eliminating the need to search for them.
- **Paid time off (PTO) requests show up in a manager's dashboard** and are approved or denied electronically. "PTO balance had been a major pain point for us," Mark said. "Now employees can see their PTO balance and request time off electronically."
- **Schedules can be accessed** by managers anytime from anywhere, making it easy for them to track tardies and absences.

Supervisors also appreciate how easy it is to access both time and attendance and HR systems since they are Web-based. "No more waiting to receive the weekly report from HR," said Mark. They have necessary information available to handle issues immediately. "Once our supervisors realized the kinds of reports they had at their fingertips, the ability to see at a glance the status of their employees... they couldn't wait to start using it," recalled Mark. "It makes their lives a lot easier."

Superior customer support

The fact that Paycor's powerful, integrated solutions are customizable was another huge selling point for Mark. "Paycor's staff was great; they turned a Chevy into a Lamborghini for us," he laughed. "They came up with exactly what we needed to meet our unique challenges."

The personalized support Mark experienced during the implementation continues today. When payroll or HR staff members need assistance, there's a dedicated Paycor product specialist available to answer all of their questions. "There is peace of mind knowing that we can call someone we know and get help any time," he said. One week both Mark's payroll manager and that individual's "back-up" were out sick. "We called our Paycor Specialist and he walked us through everything," says Mark.

Integrated solutions drive efficiency and ultimately time and cost-savings. We invite you to connect with us to learn how Paycor's fully-integrated payroll, labor management and HR solutions can impact your business.

“We're a growing company... We were close to saturation, but the ability to push off payroll and HR-related responsibilities to line managers means that as we grow, we haven't had to add HR staff. That alone translates to major cost-savings..”

– Mark Carpenter
Human Resources Director
Medical Recovery Systems, Inc.



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