



## Paycor's Top-Notch Customer Service and Payroll Solution Made All the Difference for Camp Woof



**Pete Grossman, Managing Member, Camp Woof**

“There’s no comparison when it comes to customer service. I wasn’t looking forward to [the process of] changing payroll companies. I thought it was going to be a nightmare. But it was so smooth. My implementation specialist was so pleasant and helped me through it. *Nothing fell through the cracks.*”

### Organization Profile & Story

Offering doggie daycare, boarding, grooming and retail, Camp Woof is dedicated to taking care of dogs throughout Atlanta. **But with three locations and dozens of employees, the manual process they were using for payroll took too much time and invited too many mistakes.** Camp Woof needed a modern, automated Human Capital Management solution that could seamlessly connect each location while ensuring accurate timekeeping, compliance and payroll.

### Prior to Paycor

**Camp Woof’s previous payroll solution required multiple logins by each location manager, who were oftentimes locked out of the system.** When something went wrong, it required reaching out to a customer service rep who may or may not be available to help. Pete had to enter payroll into a spreadsheet, email it to the vendor and then waiting for a confirmation. Custom reporting was an extra expense.

### After Paycor

Paycor’s payroll and time solutions provide a seamless payroll experience with reliable customer service right around the corner. **Employees can confirm pay accuracy and access their paystubs immediately.** The robust custom reporting feature also helps drive strategic decision making and ensures compliance with federal and state laws.

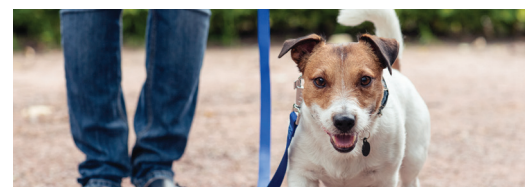
### Challenges

- Manual timekeeping and payroll
- Cumbersome and unreliable HR software
- Lack of custom reporting
- Inconsistent customer service
- Multiple logins for administrators

### Solutions & Key Features

- Automated payroll
- Dedicated team of specialists
- Powerful, real-time analytics & custom reporting
- Employee self service
- Compliance verification

*4 Hours Each Week*  
Time saved by automating payroll.



## The Value of a Seamless Implementation

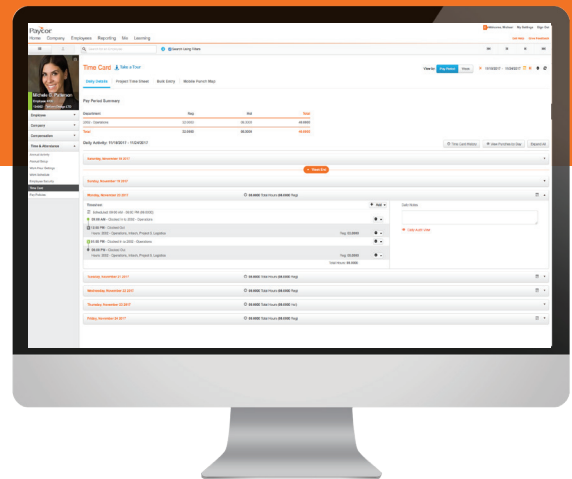
Paycor provided Pete with a step-by-step checklist to help manage implementation and set the proper expectations. **What can often be a daunting experience for many businesses was painless because of the communication and transparency Paycor's dedicated team delivered throughout the process.**

## Dedicated Customer Support

When Pete has questions about payroll or reporting, he's never left waiting for an answer. Before Paycor, he struggled to get in touch with his specialists and spent most of his time waiting for a call back. Now, his Paycor team knows his name, his company, his process and is quick to respond.

**Camp Woof uses Paycor's Payroll and Time & Attendance platforms to ensure accurate timekeeping and pay for their people.**

- Payroll
- Time & Attendance
- Custom Reporting



**"Before, I emailed payroll to our previous vendor and they entered it into the system. Sometimes it took several hours. With Paycor, I only spend 15 minutes processing payroll because the software is so easy to use."**

—Pete Grossman

