



Paycor's Payroll Technology and Expertise Gives this Wendy's Franchise Owner a Recipe for Success.

With a dedicated service team, Paycor's personalized support and user-friendly technology ensure that key business processes, including recruiting, onboarding, reporting, timekeeping, compliance and payroll, run smoothly.

1 CHALLENGE

There are few challenges in the business world that compare to operating a successful restaurant. Lori Pierce knows this all too well. As the office manager of eight Wendy's restaurants throughout New Hampshire and Massachusetts, she is responsible for managing payroll for upwards of 270 employees at any given time. With the high worker turnover inherent to the fast food industry, this means constant additions, terminations and updates to information while ensuring hours are tracked and her employees working in multiple locations are paid accurately and on time.

Unfortunately, the payroll provider Lori's organization was partnering with was creating far more work than necessary. Each of the locations that Lori managed was treated like a separate entity, with different store codes needed to access employee information. This meant that if an employee worked at multiple store locations, multiple W-2 forms were needed. Lori was forced to find counterproductive workarounds for issues stemming from a non-user friendly setup, and ended up dreading the payroll process entirely. In short, the payroll platform that was promised to save her time and make life easy was not meeting the needs of her organization.

2 SOLUTION

After attending a Paycor webinar and learning more about their payroll solution, Lori and team ultimately decided to make a change. She was impressed with the user-friendly, easily-transitioned setup that Paycor provided. Paycor did all the heavy lifting to acquire and implement data, provide answers to any questions and streamline the entire process in a way she hadn't seen before. Any concerns Lori had were quickly and competently addressed, and weekly check-in conversations by Paycor's implementation team went a long way to give Lori peace of mind and reassurance that she'd made the right move. She wasn't just making a business decision, but building a relationship with a partner she could trust.

Immediately, Lori found that Paycor's payroll solution allowed her to easily search for and find employee data which was a point of frustration with their previous provider. Furthermore, the data wasn't separated into multiple codes and locations, making tracking much easier. With all employees under one basic umbrella, noting worker transfers and allocating labor to specific sites became simplified and streamlined.

"The feeling I get when working with Paycor is that I'm their only client, and they're working for me no matter what comes up. I know that's not the case, but it's a great feeling to have."

— Lori Pierce, Office Manager
Twin Coast Enterprises, Inc.



Business efficiency tools that allow you to:

- Manage HR processes easily with an all-in-one solution
- Empower your employees, through the Paycor Mobile App, to access their check stubs, request time off, update HR information, and more
- Integrate your point-of-sale systems with our Perform platform for a seamless payroll process

Reduce your risk of costly penalties and fines:

- Meet compliance requirements for the Affordable Health Care Act, FLSA and the Department of Labor
- Utilize turnkey HR solutions via QSR On-Demand and QSR Support Center

3 RESULT

Lori could see the results immediately, and one year later is still happy with the switch to Paycor. "My whole experience with Paycor has been positive. The Implementation Team made a mark on me. I don't think I've ever worked with anyone so helpful and willing to go above and beyond for me. They're friendly, and never became frustrated by the many questions I asked. It's made a lasting impression a year later." With faster, easier payroll processing and a more stress-free environment, Lori has found a true recipe for success. She can trust Paycor with her payroll needs and concentrate on other ingredients of the business.

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