



## University Co-operative Society Switched to Paycor for Upgraded Customer Service



**David Powell, HR Manager, University Co-operative Society**

“With Paycor, everything’s *very easy, it’s seamless,* and each part talks to the other.”

### Prior to Paycor

University Co-op is a non-profit bookstore founded in 1896 at The University of Texas at Austin. The organization’s previous system wasn’t user friendly, so they searched for an alternative, settling on a provider that said it specialized in small business. **Unfortunately, the Co-op’s 300-employee database proved too large for the company to manage. The final straw happened when HR Manager, David Powell, woke to 40 emails from employees who didn’t get paid that day; he didn’t either.**

### Partnership with Paycor

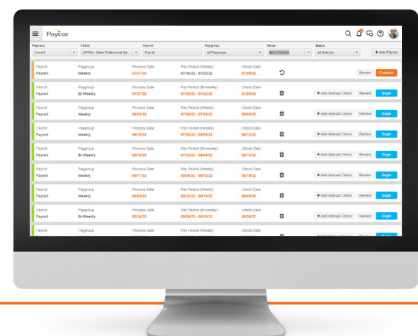
A Paycor sales rep contacted David as he was beginning his search for a new provider. They narrowed down the field to four candidates and Paycor came out ahead. The Co-op planned for an 8-month implementation but went live a full two months ahead of schedule. **David says the Paycor solution is user friendly and intuitive for both managers and employees. And customer service reps are “so patient and invested.”**

### Challenges

- Poor customer service
- **Unintuitive systems**
- Complex performance reviews
- **Multiple logins**

### Solutions & Key Features

- **Reduced payroll time**
- Automated reporting
- **Employee recognition tool**
- User-friendly performance reviews



**25% Reduction**  
IN PAYROLL PROCESSING TIME

25% reduction in payroll processing time. And automated reporting is a plus for accounting.

## Robust Recognition

Paycor's Recognition tool makes **it super-easy for team members** to acknowledge knockout customer service on the fly.

## Mobile App Ease of Use

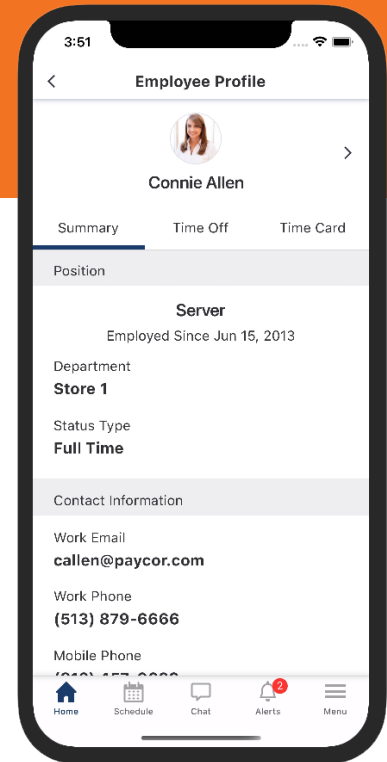
Paycor's mobile app enables employees to manage their personal information **without the help of HR.**

## Improved Technology

All employee data is stored in a single location. **No more switching platforms, multiple logins, or triplicate data entry.**

Looking for an HCM provider with excellent customer service, University Co-operative Society chose Paycor.

- Time & Attendance
- Onboarding
- Payroll
- HR



“Customer service is so quick! When I use live chat and it says I’m fourth in line, someone always responds in less than a minute”

– David Powell, HR Manager



Paycor