Company Profile

The Arc Caddo-Bossier (The Arc) is a private, nonprofit agency which provides services and supportive programs for infants, children and adults with developmental disabilities as well as their families. The organization's mission is to develop opportunities for people with disabilities to realize their full potential, to fulfill gifts and talents, and to become self-directed and contributing citizens.

Services are delivered in the region via programs and businesses operated by The Arc. Children's Services, Employment, Community Living, Recreation/Leisure and Advocacy constitute the wide-reaching service divisions of this growing organization.

Chris Horne | Director of Finance

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Challenges

With approximately 870 employees and a variety of pay types, payroll for The Arc has become increasingly complex. Several years ago, the organization determined that its accounting system wasn't robust enough to handle human resource and payroll functions unless the staff made duplicate entries.

In response, The Arc elected to re-engage the services of a large national payroll company it had worked with 10 years earlier. However, it didn't take long for The Arc to realize that the fit still wasn't right for the organization, according to Chris Horne, Director of Finance.

Requirements

When the organization decided it was time to make a change, Horne said that the following criteria guided the Arc's selection of a new payroll company:

- The company must be able to reduce existing payroll costs both in terms of actual expense of the system provided and a reduction of the labor time invested in completing the payroll process.

- The solution must be easy to use with customized reporting capability.

- The solution must integrate human resource and payroll functions.

- The company must be able to demonstrate a superior commitment to personalized service and responsiveness.

- The solution must have the capacity to accommodate a variety of pay rates and types.

- The solution must demonstrate a strong track record of compliance integrity.

"It was very expensive for what we were getting, and they had poor service," said Horne. "With the large payroll company we used before, we were a little fish in a big sea of customers. Whenever we had a problem or a question, we had to re-explain our scenario every time, and we never felt important."

The Arc also had concerns with the usability and accuracy of the existing software they were using. "It was complicated and hard to navigate within," said Horne. "And we developed a lack of confidence in their product when we discovered a significant tax compliance oversight."

Results

The Arc began using the APS online payroll, human resource, and time & attendance solution in July of 2011, and immediately began to enjoy payroll system cost reductions and labor time savings. "The time savings in report development alone have been significant," said Horne. "We used to have to manually create many of our reports."

With a large number of divisions providing different types of services at The Arc, a variety of customized reports detailing outcomes of specific contracts must be developed. In response, APS built the needed

custom reports, and the report development process is now automated, eliminating the duplication of effort previously required during every reporting period. "I really like the reporting feature," said Horne. "The entire system is so easy to use, and you can get the specific reporting data you need in much less time."

With the implementation of the APS solution, the human resource and payroll functions were fully integrated. "In addition to integrated functionality, the APS package for human resources provides more options for our company to use," said Horne. "For example, APS set up calendars that let department heads know when items such as an employee's auto insurance verification or valid driver's license must be updated. This tickler system has been really helpful to us."

Horne said the level of personalized customer service received has been one of the biggest results from The Arc's conversion to the APS solution. "With APS, they recognize our voice when we call; they care about our mission, and the personal care we have consistently received has been exceptional," noted Horne. "We feel assured that if we have a question or problem of any kind, it will be handled quickly and professionally."

APS was also able to address The Arc's need to accommodate specialized pay rates and types. "With so many employees doing different types of jobs, our system can represent a unique challenge for a payroll company," said Horne.

Overall, Horne said The Arc's "confidence in performance" from compliance to product capacity to service delivery has improved dramatically with the APS conversion. "They are always working on adding new features, and they stay on top of all tax issues," noted Horne.

In 2013, the Internal Revenue Service will require that all W-2's include the medical insurance premium that an employer pays. "With APS's assistance, we have already implemented this step ahead of time so that we are not rushing to make this change at the start of a new year. APS has done everything we hoped they would do, and they continue to grow with us."

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About APS

APS brings innovation and scalability to modern human capital management. We believe that our clients, their employees, and our partners deserve the best, easy-to-use human capital management platform delivered with personalized service and support. We build our unified technology from the ground up, focusing on usability, efficiency, and adoption. APS understands the challenges organizations of all sizes face, which is why we craft a full spectrum of cloud solutions that address all aspects of employee management.

APS is different because of our personalized approach to technology and service. As a result, we continually maintain a 98% customer retention rate. For the past four years, we have ranked as a High Performer, the #1 software company in Louisiana, as well as Best Customer Support, Ease-of-Use, Functionality, and Product Quality by G2 Crowd.