



Success Story

Eagle Distributing

EAGLE

DISTRIBUTING  SHREVEPORT

Background

Eagle Distributing of Shreveport, Inc. is a family-owned beverage distribution company with a 21-year history of quality service and community relationships. Through steady growth and careful planning, this company has experienced successful beverage line expansions and the subsequent staff increases that come with them. Through the efforts of a conscientious management team, this company continues to stand as an example of how a strong foundation supports longevity and consumer trust.

Derrick Smith | Assistant Controller



"APS made the decision an easy one for us by offering competitive pricing coupled with superior service and a user-friendly system that is easy to navigate ... APS have given me back needed time to focus on financials and other deadlines critical to our business success."

Challenges

Assistant Controller Derrick Smith attributes the company's success to an emphasis on quality, strategic management, and corporate operational efficiency. To support the needs of the company's continued growth, and over 160 employees, Eagle Distributing explored a potential transition to a new payroll system that would exemplify the same qualities as their own company philosophy.

"We did a significant amount of evaluation before electing to make a change, but ultimately decided it was the right choice for us," said Smith. "The service we had with a large, national brand firm for many years was very impersonal, and their software wasn't easy to navigate," said Smith. "For example, you had to enter a login just to log out, and if I discovered errors when reviewing payroll batches, I had to email the other payroll company with a description of the error and wait for a response, which was a very tedious process."

With their current provider causing more inefficiencies than benefits, Eagle Distributing turned to APS in search of a better system.

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Results

After seeing how APS could revolutionize the way in which they approach workforce management, Eagle Distributing converted to the APS payroll system. APS provides a full-spectrum employee system of record that can be accessed by multiple users, with varying access privileges, in a scalable, cloud-based environment. Additionally, Eagle Distributing added the Attendance module shortly after the initial launch to further streamline their HR operations, with intentions to expand manager access at a later date.

History retention represents one of the biggest initial challenges when changing payroll systems, which was a serious concern for Eagle Distributing. APS successfully pulled the history from the previous system and imported it into the new programs to achieve a seamless conversion. "They even copied us on their emails so that we would know they were taking care of us at each point in the process as they worked to get the new system formatted to meet our needs," said Smith.

The APS commitment to communication is just one example of the personalized service that Smith noticed from the very beginning. "When you have an issue or a question, there is a dedicated four-person team assigned to your company who either takes care of your needs directly or knows where to go to get it done," explained Smith. "The APS staff members are responsive and patient. We spent almost a year gathering information and considering a potential system change. APS stayed in close contact with us throughout that time, walking us through each step, and helping us gain confidence in how the conversion and new system would work in our specific application. They even helped us find errors in some of our prior calculations."

Smith also noted that owners and shareholders must consider cost as a selection factor when making a major purchase. "APS made the decision an easy one for us by offering competitive pricing coupled with superior service and a user-friendly system that is easy to navigate," noted Smith.

The APS system has also allowed Smith and other employees to accomplish more in less time, thereby improving operational efficiency. Smith said being able to review and edit payroll batches directly within the APS system has saved countless hours. Tasks that required a full day of his time using the old system can now be completed in half the time. "Payroll is not my main function," noted Smith. "APS has given me back needed time to focus on financials and other deadlines critical to our business success."

Requirements

Payroll history retention

Personalized service

Competitive pricing

Highly accessible, user-friendly system

Ease of access and intuitive navigation

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Eagle Distributing employees also find the new system to be more user-friendly. "We've had more employees using the self-serve option to view payroll-related information because the APS system is easier to use and access," said Smith. "They can even get the information on a smartphone instead of going to Human Resources, which saves everyone in the loop valuable time."

Smith is looking forward to rolling out the attendance features to company managers soon. "We wanted to have a full understanding of its operation and potential uses first," explained Smith. "It is going to be very beneficial to give managers the ability to directly access and track information such as which employees are about to go into overtime or are due for an annual evaluation."

Eagle Distributing has been so pleased with the APS system to date that the company is already exploring an APS feature that is particularly beneficial for unique employee management needs. A small group of Eagle Distributing employees work weekends in the field when the office is closed. APS offers a feature known as Clock Zones™, which allows employees to clock in and out from any mobile device using GPS tracking. "With this tool, we can set a geographic range for the clock in and clock out based on the employee's scheduled first and last stops, allowing us to confirm the individual was at the required location at a specified time," said Smith. "The availability of features like this labor management technology is one more reason to make the switch to APS."

Eagle Distributing's story demonstrates not only the powerful technology APS creates, but also just how comprehensive these solutions can be in response to diverse business models. As this company grows, APS will continue to support the employees and managers with the tools they need for success.



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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.

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