



## CASE STUDY

# Success Story: Grace United Methodist Church

How switching to APS helped save 21% in payroll costs and eliminated hours spent on managing payroll.

## ABOUT

Grace United Methodist Church is a congregation that has been actively changing lives in the Manassas, Virginia area since 1867. They believe that God's grace, made real in Jesus Christ, is active everywhere in their community and that God offers love abundantly to all people. They believe people are imperfect in their faith and there are differences among us that may challenge that faith. They also believe that all persons are created in God's image and His love for each of us makes us more alike than different. They invite all people to join them in a faith journey toward mutual respect, heartfelt compassion, and greater love for God and one another.



**Our service, functionality, efficiency, comprehension, and overall satisfaction have increased dramatically with APS, while our monthly payments have decreased. That makes us one very happy customer!** //

— *Sandy Risko,*  
*Financial Manager*

# THE CHALLENGE

The **lack of functionality, high prices for a clunky service,** and **frustration with customer service** are what led Sandy Risko to seek a better alternative.

Like other religious organizations, Grace United Methodist Church relies on donations and fundraising activities for revenue to run operations, maintain facilities, purchase books, and pay salaries and vendors. Since there's a responsibility to spend donation money wisely, it poses a significant challenge when vendors charge high fees but don't offer the kind of service or functionality required by a religious organization.

Sandy Risko, financial manager at Grace United Methodist Church, knows the challenge all too well. The church was paying a premium for a payroll system that was complicated and cumbersome to use. Payroll errors were a constant rather than an exception, and Sandy was growing frustrated by their payroll provider's slow service and indifferent attitude.

"When I called customer service, I was often on hold for 30-45 minutes at a time, and help was very slow. I was completely reliant on ADP's customer service, so I kept calling as needed but was always frustrated with my experience," Sandy explained.

# THE SOLUTION

After a productive first meeting with APS representatives, Sandy was confident that the APS system demonstrated increased functionality and a more intuitive user experience. The transition to APS took about two months.



## ADDED FUNCTIONALITY

Beyond managing payroll, they now have additional functionality via APS' employee portal, eSelfServe, including employee access to automated leave requests, W-2s, and wages history.

The system is easy to use and has a logical flow of the payroll process. The interface, according to Sandy, is "intuitive and not intimidating to administrators, managers, or employees using eSelfServe at various experience levels."



## IMPROVED CUSTOMER SERVICE

As APS prioritizes communicating clearly and effectively with customers throughout the experience, the speed of service has improved tremendously for Sandy, a financial manager who is not as familiar with HR paperwork.

"I am pleased with my assigned APS team's quick and consistent availability either via email or phone. Some of your customer service people totally hold my hand all the time, and I'm so grateful for that."

# BOTTOM LINE

The church has seen a 21% decrease in payroll costs for consecutive years since making the switch to APS mid-2019, savings that can be channeled towards other operating expenses.

In addition, they now have more functionality suited to the specific nature of payroll for religious organizations and nonprofits, including the improved management of W-2s.

“Now, 100% of our W-2s have been correct since switching to APS in 2019. With our previous vendor, I could count on 1 to 3 of our clergy W-2s having some sort of problem due to the complicated nature of clergy compensation.”

For Sandy, the outstanding customer service from APS has also been a key selling point and a big help to her work. “I used to sit on hold for about 30-45 minutes anytime I needed customer service help from our previous vendor. APS has completely eliminated that, and that’s why I rate you so well.”

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**The transition to APS took about two months. Throughout the experience, APS made it their priority to communicate clearly and effectively with me. Customer service is clearly a top value, and I am pleased with my assigned team’s quick and consistent availability either via email or phone.** //

— *Sandy Risko,*  
*Financial Manager*



# ABOUT APS

APS has a mission: to make payroll and HR easier. We provide our clients and partners with intuitive technology delivered with personalized service and support. We design our unified solution to simplify workforce management tasks. Process payroll in hours, automate HR workflows and elevate the employee lifecycle with a single-system platform. We are APS, your workforce partner.

Businesses choose APS as their workforce partner because of our focus on the customer experience. As a result, we continually maintain 98% customer retention and satisfaction rates. For more information on APS and how we can help make payroll and HR easier for your business, visit [www.apspayroll.com](http://www.apspayroll.com).

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