



Success Story

RGS & LGS

Support Growing Workforce Management Needs with APS's Cloud-Based HR Solution



Company Profile

Regional Government Services (RGS) and Local Government Services (LGS) are government agencies established in 2001 to provide administrative, support and staffing services to other California public agencies. Located in Carmel Valley, CA, RGS and LGS operate as joint powers authorities (JPAs) and provide consulting and staffing services to cities, special districts, counties, other JPAs, and special consortiums of government agencies throughout California.



The agencies were formed to meet two growing pressures on local governments: increasing demand for services without corresponding funding, and increasing difficulty recruiting and retaining highly-qualified employees. RGS and LGS work with local and regional governments to provide a platform for sharing top-level talent and costs across multiple agencies. Each agency only purchases the level of services it needs, when needed, and their initiatives maximize talent retention. Assistance can be provided on a workload spike, project, interim, or ongoing basis. JPAs provide assistance on both ends of the employment spectrum, offering competitive salaries and benefits, great public-sector projects, variety, and a RGS 401 (a) retirement plan. Through their efforts, these agencies help solve tough challenges through innovative strategies and a cooperative focus.

Jeff Kise | Senior Financial Analyst

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Challenges

As RGS/LGS both grew over the years, they soon realized the need to expand their support staff to manage their increasingly complex accounting and payroll administration. RGS/LGS previously used a larger payroll provider to handle these tasks, but found the flexibility and quality of customer support lacking.

When making the transition, Senior Financial Analyst Jeff Kise, said a related goal was to upgrade the payroll system to improve efficiencies and save time.

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"We knew we wanted to make a payroll vendor change, but we had no idea how much of a difference it would make," said Kise. "We wanted a system that provided greater opportunities for customization and a provider committed to delivering more personalized support. It was also important to us to move to a vendor with advanced reporting tools that allow us to format information in the way our clients want to see their data." In essence, RGS/LGS needed a provider who mirrored their philosophy of common sense solutions that provide real results.

Results

After careful consideration, RGS/LGS decided to implement the APS platform for Core HR, Payroll, and Time & Attendance. During the conversion process, Kise cautioned APS that they would face significant implementation challenges because the current RGS/LGS staff had not been directly involved with accounting and payroll. Because current staff had little experience with existing payroll operations, APS had no dedicated source to readily answer questions concerning previous payroll processes. "APS was very patient as we worked together to decipher how it was done before and to establish process preferences and functionality needs as we moved forward," said Kise.

Kise said APS delivered not only on his agency's initial selection criteria, and but also exceeded expectations. "The flexibility of the cloud interface, the ability to write custom export files for data integration, the advanced reporting capabilities, the ability of APS OnLine to support multiple employers for an employee, and the level of personal service and support have all exceeded our expectations," said Kise. "We consider APS to be a great value in terms of functionality and service relative to the cost."

The Report Builder and General Ledger integration are two of Kise's favorite APS OnLine features. "The ability to create and save custom reports and to access reports in APS's comprehensive suite of standard reports allows us to easily get the data in the format preferred by our client," said Kise. He described the level of customer service and support APS consistently delivers as another dramatic difference. "With our previous vendor, you had to start every conversation with a salesperson, and many times this person had no idea what you were trying to achieve or how to get you there," said Kise. "With APS, I know exactly who to go to for what I need, and I have confidence that we will receive a timely response."

In fact, as RGS/LGS leadership continues to diversify the business model for the JPAs, even more payroll services have been added to the existing service line. "We see APS as a logical partner in that effort," said Kise. "We wouldn't be moving in that direction if we didn't have a payroll system in place that we can grow with confidence to cost-effectively meet the needs of our clients."

The APS OnLine cloud payroll system also fits the RGS/LGS virtual workforce management structure. "We no longer have a brick and mortar accounting department," explained Kise. "The APS OnLine system allows us to operate as the virtual workforce that we are."

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In addition, RGS/LGS employees have access to the APS OnLine employee self-service site, eSELFSERVE.COM, which allows them to conveniently access time sheets and pay stubs from any location. "Previously, our employees had to log into two different systems to retrieve this information," said Kise. "Now it's in a single, highly accessible system. And the Time & Attendance Notes feature has eliminated redundant paperwork for my consultants, which saves even more time." As RGS/LGS continues to provide much-needed services and solutions, APS will be there to support growth, efficiency, and effortless workforce management.

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