



Success Story

Linden Management



Background

Linden Management, LLC is located in Shreveport, LA. Formed in 2008, this corporation was created to manage the operations of Ayers Career College

(established in 1953) and the Diesel Driving Academy (established in 1972). With a combined 100+ employees between the two organizations, Linden Management continues to grow as it provides valuable educational opportunities for people throughout the tri-state region.

Ayers Career College (ACC) aims to educate students so they achieve personal success in dynamic careers. ACC accomplishes this goal by equipping students with a firm academic foundation and career-specific competencies to meet community and employer needs. The Shreveport, LA campus has more than 20,000 square feet dedicated to teaching students the skills and competencies they need for career success.

The Diesel Driving Academy (DDA) is a privately owned and accredited diesel truck driving school. DDA trains the next generation of large truck drivers so not only are they skilled and safe, but they are also ready to work in this in-demand field upon program completion. It offers four convenient CDL truck driving training locations: Shreveport, LA; Little Rock, AR; Baton Rouge, LA; and Dallas, TX.

Michelle Wade | Controller



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Challenges

As DDA and ACC business growth continued, Controller Michelle Wade said Linden Management began looking for ways to serve an increasing number of employees without having to expand a small accounting staff. Linden Management had been using a payroll system out of their existing accounting software.

"It served us well in the past, but as we continued to grow, payroll was taking up more and more of my time which was needed for other tasks equally critical to our company," said Wade. "We also wanted to step up our time system and get away from punching time cards and manually entering time from paper time sheets. Our goal was to identify a new system to create greater time efficiencies and provide enhanced features to better serve employees."

With locations in multiple cities and states, Wade said Linden Management also found managing different tax jurisdictions to be too time-consuming. "Tax tables are constantly updated, and tax returns and regulations are different for each state," said Wade.

Linden Management began its search for a new payroll system by doing research and obtaining recommendations from other companies. As they evaluated payroll options, Wade said her company looked for a responsive provider which offered a system with the following five key capabilities:

Requirements

Time-saving features to increase efficiencies in the payroll process.

HR features to serve a growing number of employees in multiple states.

Enhanced time tracking and reporting functions.

Online access to payroll information at any time from any location.

Multi-state tax compliance expertise and services.

Results

Ultimately, Linden Management narrowed the search

to three prospective companies. "We interviewed all three, and APS stood out as the right fit for our company," said Wade. "The system is logical and rich with features that save time. We liked their online interface, and we found the APS system to be the easiest to use and navigate."

Linden Management then implemented APS' Core HR, Payroll, and Attendance solutions. Wade described the conversion from her old system to APS as seamless. "We ran a parallel payroll first, and then went live with APS," said Wade. "Change is always challenging, but I can honestly say the first payroll went even better than we expected."

Wade said she credits the smooth conversion to the responsiveness of the APS team. "They walked us through the implementation process, and have never been more than a phone call away from that point forward," said Wade. "Our assigned account team is always available by email, phone, chat, or support ticket. There is always someone available and we have never gone even a day without a response."

One of the APS system benefits Wade noticed immediately was savings in both time and money. "Efficiencies associated with implementation of the APS system freed up 25 percent of my time which was needed to work on other critical financial management tasks," noted Wade. "Our company will also save thousands of dollars going forward each year because it was unnecessary to hire another employee to assist with growing payroll demands."

Wade said the employee self-serve features in the APS HR module have provided additional time savings. "Our employees love the self-serve option that empowers them to obtain the information they need online," said Wade. "Instead of calling our office, they can access their own information at any time."

Moving away from a manual time and attendance system and use of APS' reporting features have also yielded greater efficiencies in Linden Management's payroll process. "The DocVault is one of the features I use most," said Wade. "It allows you to store and quickly access needed documents all in one place."

Enhanced business intelligence provided by APS has allowed Linden Management to better utilize ACC and DDA resources. "We can go online at any time and see who is clocked in at each location and quickly identify those employees who are in overtime with just the click of a mouse," said Wade. "Before going to the APS system, we didn't have this type of data available to us until we processed payroll. Now we can make real-time adjustments as needed."

Wade said tax compliance services provided by APS have also saved valuable time and provide a welcomed peace of mind. "APS helps us keep up with ever-changing regulations in each tax jurisdiction," said Wade. "They take responsibility for the filing and compliance, allowing us to place needed focus on other operational and financial management functions essential to the continued growth and success of the companies we operate."



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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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