

Success Story

S&W Wholesale Foods

Meets Growing Payroll Processing Demands with APS's Unified Solution



Company Profile

S&W Wholesale Foods, LLC specializes in distribution of fresh and frozen meats, seafood, produce, dairy, condiments and canned goods. Additional products sold by the company include chemical and cleaning supplies, paper products, plasticware, light equipment and kitchenware.

S&W services restaurants, convenience stores, bakeries, coffee houses, child care centers and multi-unit franchises throughout southeast Louisiana and parts of the Mississippi Gulf Coast. The company is also a shareholder in the largest foodservice distribution cooperative in the United States, Unipro Foodservice. This association affords S&W superior buying power and allows the company to offer its customers highly competitive pricing and a wide variety of products and services.

Rene' Adams | PHR, Human Resources Manager

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Challenges

In the early years of the company, S&W used Paychex as a primary payroll system. As S&W began to grow through the years, so did its payroll demands. With more than 70 employees, it took several days to complete payroll, and it was difficult to get help when the company had payroll questions. In addition, the initial time clocks S&W employed required fingerprint identification and were challenging to use.

Results

S&W has been using the APS On-line System for more than five years. “The biggest difference is customer service,” said Adams. “APS has phenomenal service. Our account representative is very responsive, and if you forget how to do something or want to learn how to do a new task in the system, she is always ready to help.”

Requirements

Rene' Adams, Human Resource Manager for S&W, said quality of customer service response and ease of system use were critical considerations in her company's decision to explore other payroll systems. Other preferred features included:

- Ability to download Excel spreadsheets into the payroll system.
- Availability of time clocks with handprint identification versus a more difficult to use fingerprint identification process.
- Enhanced reporting functionality.
- Online payroll information access for both management and employees.

She advises any company looking for a payroll system to put customer service at the top of the evaluation list. "In vetting a company and making a choice, you obviously have to consider cost, but if cost between comparable systems is close, I would always recommend selecting the company with a demonstrated commitment to excellence in service."

Adams said the APS system is also much easier to use. "It's such an easy system to work in, and I can download my Excel spreadsheets right into the payroll system just like you import the data from the time clocks," said Adams. "Both tasks are just clicks of a button."

The company also uses APS time clocks with handprint identification. "When we first went to the new time clock, I was amazed that I could complete payroll in a day and a half instead of three days," said Adams. "Time saved is money saved."

Adams said the APS system has saved valuable time that can be used in more strategic ways. "I've worked on different types of payroll systems during my career, and I can tell you that having a user-friendly and efficient system like the one APS offers makes a big difference," said Adams. "I've had several other payroll companies try to move us away from APS, but we're not interested because none of them are as easy to use."

Reporting functionality is also important to Adams. "The APS System offers a full set of reports, and I like how they have categorized them in groups which makes it easy to locate the report you need," said Adams. "We use some of the reports daily, and every minute saved counts."

S&W employees are also encouraged to take advantage of direct deposit and to utilize the employee self-service feature offered by APS. "They love being able to access their payroll information and request time off online," said Adams. "APS provides greater freedom for the employees and the employer."



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