

# Senior Living Provider Automates HR to Focus On Larger Goals

## Improving Payroll Accuracy and HR Efficiency While Gaining Deeper Data Insight

### CLIENT PROFILE

Industry:  
**Senior Living**

Entity Type:  
**LLC**

Ownership Structure:  
**Private**

Geographic Footprint:  
**Midwest & East Coast U.S.**

Number of Employees:  
**2,500+**

Annual Revenue:  
**\$8.5 Million**

*“If I have a question, I don’t have to put in a ticket. I go to folks that I have built a relationship with whose success is tied to our success. It truly feels like a partnership.”*

VP OF PEOPLE | SENIOR LIVING PROVIDER

### ISSUE

When a senior living provider experienced significant growth and expanded to over 60 locations in 11 states, its leadership decided to explore payroll providers to ensure processing accuracy and to find more extensive employee management data insight.

Thanks to an already existing relationship with CBIZ Financial Services, they turned to CBIZ Human Capital Management (HCM) and their HRIS solution, Centrally HR, to support their HR, payroll, and timekeeping needs.

### SOLUTION

#### The Difference a Partner Can Make

Implementing a new HCM system and switching payroll providers is a large undertaking. With CBIZ, the senior living provider had a dedicated partner to guide them through the transition. The CBIZ implementation team provided in-depth training sessions on Centrally HR to ensure the entire organization could take full advantage of the platform’s capabilities.

The senior living provider’s previous payroll solution was serviced in-house while time tracking and HR were managed manually by employees faxing in paper forms. By partnering with CBIZ, they not only gained a full-service HCM solution but a dedicated team of implementation and service experts, enabling them to focus on core business objectives.

#### From Reactive to Proactive with Self-Service Tools

Automating actions, such as processing bonuses and managing terminations through workflows, has enabled leadership to proactively tackle administrative tasks and has given them more time to focus on larger strategic initiatives.

With Centrally HR’s self-service tools, employees can easily access their personal information from the desktop portal or mobile app. For the first time, employees are empowered to make instantaneous updates to their own data, such as entering direct deposit information, updating their location for accurate tax deductions, and managing life change events.

*“When you think about implementing a new timekeeping and HR system, you want a partner who will be patient with you, and that’s what we found with the team at CBIZ.”*

VP OF PEOPLE | SENIOR LIVING PROVIDER

## About CBIZ Human Capital Management

With more than 9,000 clients and 300 associates nationwide, our payroll, time, HR and benefits solutions are delivered locally and backed by national resources. CBIZ Human Capital Management works to ensure we lay the foundation, consistently provide the service, and guide the overall strategy for human capital success.



## Accurate Time Tracking for Better Budgeting

Since switching to Centrally HR, employees have taken time tracking mobile by logging hours and cost center changes in the Centrally HR mobile app, freeing up leadership from inputting hours manually. Employees can also correct missing or inaccurate punches in real-time, resulting in a timely and accurate paycheck and less intervention from management.

Up-to-date and accurate paychecks have led to better, real-time visibility into budgeting for directors. With today’s labor market, offering competitive wages and bonuses is critical. Reports that were previously computed and compared manually are now readily available with time and payroll data points already in their system. Quick insight into payroll over payroll, wages by location, and bonus payrolls has saved time and allowed leadership to make the best decisions on pay and job costing in order to hire and retain top-tier employees.

## OUTCOME

Implementing Centrally HR delivered key benefits to the senior living provider:

- Payroll, HR and time management in one solution
- Employee self-service tools
- Data transparency for better budgeting

The senior living provider gained higher visibility into their business practices thanks to Centrally HR’s capabilities in data transparency and reporting. Partnering with CBIZ and adopting Centrally HR gave leadership the ability to focus on the big picture, make proactive decisions, and continue to prepare for the future.

For more information about our human capital management solutions and services, get in touch at [CentrallyHRsales@cbiz.com](mailto:CentrallyHRsales@cbiz.com) or 833-898-CBIZ.