



Social Services Nonprofit Uses Employee Self-Service to Increase Productivity by 20%

Reduced
data errors
by **15%**

Saved
HR more than
800 hours
per year

Decreased
HR's workload
by **20%**

Fostering independence and accountability is at the core of most nonprofits, yet inadvertently disregarding such practices internally can prove counterintuitive and leave any workforce at risk. Without a self-service solution and with little system integration, an established social services organization bore the sole responsibility of manually maintaining personnel files for more than 400 employees. With more than 45 locations in nine states, and the majority of staff working remotely, managing sensitive data was a complex process for HR. Antiquated processes and lack of instant access to vital information left management and employees in the dark. Finding a solution to shift the administrative burden and provide accessibility was imperative to enhance the employee experience and drive retention.

Problem

Outdated processes left everyone in the dark.

Previously, the nonprofit used an HR technology system without a self-service tool, making standard HR practices difficult and leaving little responsibility to employees. For example, during the onboarding period, which could last several weeks, staff members spent up to half their time completing, tracking and managing paperwork. Many of the ensuing tasks were paper-based and involved several levels of approval across the multisite organization, elevating the risk of error. Moreover, employees couldn't access standard forms, like W-2s and pay stubs — a loss for all parties.

"Employees had to contact HR every time they needed to update their information," said the nonprofit's HR coordinator.

Management recognized that to effectively assist the at-risk community at their mission's heart, they had to ensure their own population was well-served first.

Being able to just click on their information is what employees expect to do from their phones or computers.



Solution

A self-service tool would shed light on a positive employee experience.

Prior to the switch, administrators agreed an all-in-one system would simplify processes and empower employees to control their own information, both of which a self-service solution would remedy.

“Our old system was very limiting. Giving employees access to make their own changes would reduce the amount of paperwork,” said the HR coordinator. “That was a key selling point.”

Now, instead of completing onboarding paperwork over several weeks, new hires can complete the tasks digitally before day one. Furthermore, employees can update their own information at any time, increasing accountability, reducing errors and meeting expectations.

“New employees expect to have technology in the workplace, especially younger generations,” said the HR coordinator.

In addition, the nonprofit enhances its employee experience beyond onboarding by using the self-service solution to complete surveys, enroll in benefits, submit time-off requests, view schedules and clock in and out.

With Employee Self-Service, employees can update and access their own information anytime, anywhere — a strategic advantage for HR and staff.

Results

By implementing Paycom, the nonprofit launched full force into the digital age. Since information no longer needed to be rekeyed into multiple systems, data inaccuracies dropped by more than 15%. Online training sessions through Paycom Learning meant employees could access educational materials 24/7, driving their development and saving corporate trainers a combined average of 35 hours per month.

“Previously, we held on-site trainings at many of our locations,” said the HR coordinator. “With Paycom Learning, it’s easy to quickly create a standard training we can assign all our workforce to complete in Employee Self-Service. It’s a lot easier for our employees.”

Instant anywhere access meant employees could manage their own information, increasing their productivity by up to 20%. Conversely, HR’s workload was reduced by this same percentage, equating to approximately 800 hours saved annually for the department. As an empowered workforce, the organization was able to get back to its primary mission of serving others.



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