

HR Access HR/Payroll Brings Time Savings and Richer Functionality to Atrium Medical Corporation

THE CHALLENGE:

Find a payroll solution with better support and 401(k) integration

Atrium Medical Corporation's previous payroll bureau was doing an adequate job – until the payroll manager or finance department had a question or a problem. Then it was multiple calls to resolve an issue, often reaching a different customer support rep each time and having to start the process all over again. "They were not getting proper answers or information for us about software upgrades," recalls Wendy Smith, Payroll Accountant at Atrium Medical. "We weren't getting the responses or service we needed to resolve our issues."

Coordinating payroll with Atrium's retirement plan only compounded the frustration. "Our 401(k) was with Fidelity and our payroll was not," Ms. Smith explains.

Atrium's challenge:

- Find a payroll provider with better customer support.
- Achieve true integration between payroll and 401(k) for easier reporting and faster funding.
- Reduce administrative time spent generating reports and processing routine employee requests.
- Conduct a smooth and error-free transition to the new system.

THE SOLUTION:

HR Access HR/Payroll

Atrium switched to HR Access HR/Payroll.

- Ms. Smith was contacted directly by an HR Access Director of Client Services who explained the implementation process. Atrium's transition was handled by a specialized support team and included self-paced learning modules she could complete at her convenience.
- HR/Payroll was fully integrated with Atrium's 401(k) plan, administered by Fidelity Investments.
- Once implementation was complete, a well-tenured designated Client Service Manager was assigned to Atrium. This associate got to know Ms. Smith and became familiar with Atrium as a company.
- Atrium augmented HR/Payroll with NetBenefits®, a Fidelity self-service portal that is included at no extra charge. This empowered employees to make personal elections without administrative or managerial involvement.

"Switching to HR Access HR/Payroll has made the whole payroll process so much easier for me."



Wendy Smith, Payroll Accountant,
Atrium Medical Corporation



THE RESULT:**A reduced workload, seamless 401(k) integration, and outstanding support**

HR Access HR/Payroll met every requirement Atrium Medical had set for its solution:

- **A smooth start-up.** The transition to HR/Payroll was “surprisingly simple,” according to Ms. Smith. “That first payroll ran without any glitches and without any errors.” She describes the online training as “important and very helpful.”
- **Reduced 401(k) plan administration.** As Atrium’s management expected, the end-to-end integration between HR/Payroll and Fidelity’s 401(k) plan reduced the administrative burden. “I was responsible for wiring the funds,” says Ms. Smith. “Now HR Access does it automatically.” She no longer has to calculate employer matches in a separate spreadsheet and manually transfer data to Fidelity.
- **Same-day funding of 401(k) contributions.** With tighter payroll/401(k) integration, contributions that used to take as long as 10 days are now funded on the same day as payroll. “That’s just a huge benefit because we don’t have to worry about it being late and the fiduciary risk that could result,” Ms. Smith says.
- **Flexible reporting.** Ms. Smith praises the wide selection of standard reports in HR/Payroll and the ability to save them as spreadsheets for further sorting and manipulation.
- **Reduced HR administration.** Thanks to NetBenefits®, employees can now handle routine requests and retrieve past pay statements on their own. “It saves time for payroll, it saves time for HR, and employees feel that they have more control over their own paycheck,” Ms. Smith notes.
- **Markedly better customer service.** Ms. Smith is delighted with the continuity and responsiveness of HR Access support. “I have a dedicated Client Service Manager,” she says. “We have an ongoing relationship. I know her. She knows me. I can’t say enough about the customer service with HR Access.”

Ms. Smith adds that, “With each upgrade, I’m more and more impressed with HR Access payroll. I can tell that they’re listening to their customers.”

“I have a dedicated Client Service Manager. We have an ongoing relationship. . . I can’t say enough about the high quality of the customer service I get from HR Access.”

Why HR Access?

Your day-to-day payroll, benefits and workforce needs are our sole focus. Our mission is to help organizations like yours . . .

- Maximize resources
- Increase productivity
- Efficiently execute administrative tasks
- Achieve cost-effectiveness

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About HR Access:

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