

## The First Bancorp Switches to HR Access HR/Payroll to Save Time, Improve Support, and Control Costs

### THE CHALLENGE:

#### Cut payroll costs, speed funding of 401(k) investments, improve support

The First Bancorp was looking to switch payroll bureaus because “the costs seemed to be going up and up,” recalls HR Associate Peg Tynan. But the bank’s payroll provider was falling short in other ways.

“If you had an issue, you would call and think the case was resolved,” Ms. Tynan recalls. “Then you’d go back and see that it was not resolved. So you’d have to call back and you might get another person.” Corrections often had to wait for the next pay period, a two-week delay. The First also needed to:

- Reduce delays — often as long as a week — from the time employees’ 401(k) contributions were deducted and when they could actually be invested.
- Include an automated time and attendance system that would work with the new payroll system.
- Reduce the payroll department’s administrative workload.
- Ensure a smooth transition to the new payroll service.

### THE SOLUTION:

#### HR Access HR/Payroll with Web-based timekeeping, Fidelity 401(k) integration and Net Benefits® employee self-service

The First switched to HR Access HR/Payroll combining it with their Fidelity 401(k), HR Access Time, while receiving Net Benefits® no cost self-service for a comprehensive and integrated solution.

- A seasoned implementation team handled the transition, headed by a Director of Client Services who maintained ongoing contact with Ms. Tynan.
- After the transition, an experienced Client Service Manager was designated to service the account and got to know Ms. Tynan and her company in depth.
- HR Access HR/Payroll integrated seamlessly with The First’s 401(k) plan at Fidelity Investments.
- HR Access Time provided a Web-based timekeeping solution that smoothly transferred time and attendance data into payroll.
- At no additional cost, Net Benefits® provided a self service portal, hosted by Fidelity, where employees could manage direct deposits and personal information, access their 401(k) accounts, and view up to 18 months of paycheck history.

*“Our designated Client Service Manager is terrific. She knows our company. I can e-mail or call her and she will have an answer for me within 24 hours. Usually it’s much sooner.”*



Peg Tynan, HR Associate  
The First, N.A



*“We’ve saved a lot of money that we’re looking to invest in other programs.”*

**THE RESULT:****Seamless payroll/401(k) integration, same-day funding, improved support and savings**

HR Access HR/Payroll proved to be a satisfyingly effective solution for The First, starting with:

- **A smooth and well-managed transition.** “The implementation team was outstanding,” Ms. Tynan says. “We had one designated project manager during transition, so if we had questions we could call or e-mail and get quick answers.”
- **Seamless integration of payroll and 401(k).** “The accuracy of employee matches and withholding is to the penny,” Ms. Tynan says. “Year-end testing is much easier. We can run reports any way we need, whether by contribution date or mutual fund.”
- **Same-day funding of retirement plan contributions.** “There’s no waiting,” Ms. Tynan says. “Employees’ funds are invested the same day they’re paid so they know exactly what they have to work with.”
- **A lighter administrative workload.** “The NetBenefits® self-service website is great because employees can go in and make changes that would normally come to us, like managing their deductions or applying for a 401(k) loan,” Ms. Tynan says. “I can spend more time on other things. We also use a lot less paper.”
- **Simplified time and attendance management.** “It’s great to have an automated Web-based online timesheet,” Ms. Tynan says. “Once employees’ hours are approved by a supervisor, they’re easily uploaded into payroll.”
- **Significantly better client support.** Ms. Tynan has enthusiastic praise for her HR Access Client Service Manager. “She knows our company,” she says. “I can e-mail or call her and she will have an answer for me within 24 hours. Usually it’s much sooner.”
- **Increased control over payroll costs.** “In general, our payroll expense is a lot lower with HR Access than with our previous provider,” Ms. Tynan states. “We’ve saved a lot of money that we’re looking to invest in other programs.”

*“Year-end 401(k) reports are set up from an auditor’s perspective, so you don’t have to figure out which one you need. Everything matches the payroll perfectly, so there’s no guesswork.”*

## 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
- Avoid risks

Speak with your HR Access representative and see what a difference our solutions and service can mean to you and your employees. Give us a call at 1-800-548-2363.

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**About HR Access:**

HR Access is committed to helping clients efficiently and cost-effectively manage their payroll, benefits and workforce. We partner with employers worldwide to address administrative, strategic and human resources needs. A multi-national provider of HR solutions for the past 40 years, HR Access delivers a comprehensive suite of services to your organization’s individual needs — then innovates, guides, and responds as your business strategies evolve. HR Access provides Fidelity 401(k) clients the additional advantage of seamless 401(k) and payroll integration. Recognized for its exemplary customer service and satisfied clients, HR Access — with 16 offices in 13 countries — is a Fidelity Investments Company. HR Access NA (North America) is headquartered in Nashua, New Hampshire. For more information, visit [www.hraccessna.com](http://www.hraccessna.com).

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