

Optimizing Payroll Efficiency: HRchitect's Solution to Star Nursery's System Challenges

CLIENT BACKGROUND

Star Nursery, a garden supply company based in Las Vegas, NV, has partnered with HRchitect to supplement the deficiencies and system quirks encountered with their payroll systems provider. Star Nursery had been with their payroll provider for three years before contacting HRchitect. Despite initial promises, they found themselves needing external assistance due to frequent issues and gaps in support.

THE CHALLENGE

Star Nursery faced challenges with their payroll provider, including inadequate reporting capabilities for government requirements and the need for customized reports to streamline internal processes. Additionally, they encountered difficulties with GL mapping, year-end tasks, and ongoing system glitches impacting their payroll processing, such as PTO and accruals. Sometimes, Star Nursery would be in the middle of payroll processing when something in the system glitched, and their payroll provider wouldn't provide adequate information on how to fix the issue.

CLIENT PROFILE

- Garden supply company and the premier garden center for all landscaping needs
- Headquartered in Las Vegas, Nevada
- 200+ employees
- Chose HRchitect for Post Go-Live Support and to bolster adoption of their payroll system

WHY HRCHITECT?

- 5x winner - UKG Partner of the Year
- Hundreds of UKG clients - see what more than 200 clients have to say about us on Raven Intelligence
- Senior consultants; over 50% are former HR practitioners

THE SOLUTION SELECTION

Star Nursery opted to engage HRchitect in hopes that we would address their challenges by leveraging our consultants' expertise to fill in any gaps left by the payroll provider. Here's why Star Nursery specifically selected HRchitect:

- Proficiency in BI reporting
- Comprehensive GL mapping
- Dedicated year-end support
- Exceptional payroll process optimization

HRchitect was also selected because of our consultant's ability to create reports for weekly pay and hours, 401k eligibility, weekly term reports, and benefit enrollment alerts.

KEY BENEFITS

By partnering with HRchitect, Star Nursery gained access to a range of benefits, including customized BI reporting tailored to their specific needs, streamlined GL mapping for accurate financial reporting, comprehensive support for year-end tasks, and responsive assistance to address ongoing payroll system glitches. HRchitect also provided solutions for unique requirements, such as total compensation sheets, which enhanced transparency for employees regarding their benefits and overall compensation packages.



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Since Star Nursery's payroll provider is mostly self-service, HRchitect engaged with our Star Nursery to fill in any systems knowledge gaps. Whenever Star Nursery needs assistance, they are able to email the HRchitect team or put in a case to ensure all knowledge transfer and tasks are done correctly.

THE RESULTS

HRchitect provided post go-live support, and through their partnership with HRchitect, Star Nursery experienced significant improvements in payroll operations. The improvements included enhanced reporting capabilities, streamlined processes, and reduced frustration levels with the payroll provider's system. HRchitect would stay on the phone with a member of Star Nursery's HR team to resolve payroll issues live.

Star Nursery inquired about a total compensation sheet for their team members, but their payroll provider could not provide them with one. However, Star Nursery's dedicated HRchitect consultant created one within an hour. The implementation of total compensation sheets that enhanced transparency for employees was requested by Star Nursery's CFO in order to show all compensation provided in terms of benefits, bonuses, PTO, 401k match, and more. This contributed to overall satisfaction and engagement within the organization.

The client-side project manager had this to say about working with HRchitect: "I HIGHLY recommend HRchitect. They are all smart and accomplished, but they are also really great people who are kind and patient. I don't know where I would be without them."



To learn more about HRchitect's services or request a consultation, click [here](#)!

