

# Case Study



Providing customized payroll services nationwide for over twenty-five years.

*“The conversion of our payroll services to The Payroll Factory was smooth. We were able to offer direct deposit to our employees right away and all of our taxes were (and continue to be) filed correctly and on time.”* Susan Van Sant, Human Resources Manager [ICS Corporation](#)

*ICS Corporation specializes in conceiving, developing, and producing, direct mail programs across a wide variety of industries. [www.ics-corporation.com](http://www.ics-corporation.com)*

## Situation

Previous to partnering with The Payroll Company, ICS Corporation had worked with one of the “big” payroll companies. ICS experienced exceptionally long on hold times when attempting to get service. Additionally, ICS Corporation’s time clocks did not work properly which resulted in a massive amount of manual hours accumulating payroll data for submission resulting in incorrect employee paycheck amounts during the holiday season.

**CHALLENGE #1: Improve communication to ensure consistent and exceptional customer service**

**SOLUTION:** Real people answer The Payroll Factory’s telephone and all staff members are cross trained so that the entire team is familiar with each account. This ensures all clients get immediate responses to their inquiries.

**CHALLENGE #2: Eliminate Time Clock malfunctions resulting in incorrect paycheck amounts**

**SOLUTION:** The Payroll Factory implemented biometric time clocks and services them on a regular basis to ensure ICS Corporation’s payroll amounts and systems are functioning properly.

**CHALLENGE #3: Ensure tax payments were made accurately and on time.**

**SOLUTION:** ICS Corporation utilizes The Payroll Factory’s method of independently verifying tax payments.

Contact Us

Visit: [www.thepayrollfactory.com](http://www.thepayrollfactory.com)

Call: 1-866-773-8721