

Customer Success Stories

How Paycor saved time and increased employee satisfaction with Truework



Website: www.paycor.com | HR&Payroll | Region: USA | Employee: 2000 employees

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Who is Paycor?

In 1990, Bob Coughlin, a former sales professional at ADP, saw a huge space in the HR market for a solution that would combine industry-leading HCM software with expert HR advice and customer service.

Coughlin's prior sales experience gave him an intimate view into the value of being "customer-first." He believed that this alone would be the key differentiator in this new company, and would be the basis of how they developed their product, ran the organization, and formed the company culture.

Today, the company partners with nearly 40,000 organizations

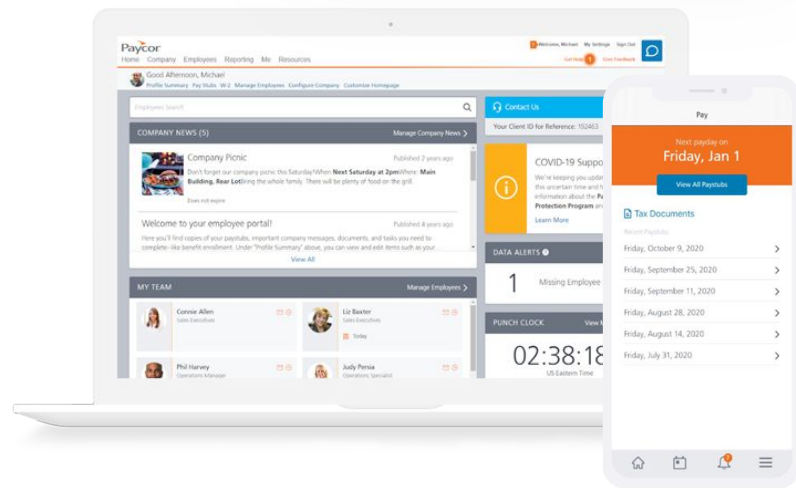
Now, 30 years later, with company values such as Take Care of Customers First, Take Care of Each Other, and Do The Right Thing—among others—for many within the organization, **"Paycor is a family"** says Erin Lower, HR Coordinator. This has proven to be a winning strategy for Paycor. Today, the company partners with nearly 40,000 organizations nationwide, is nearly 2000 associates strong, and still continues to grow rapidly.



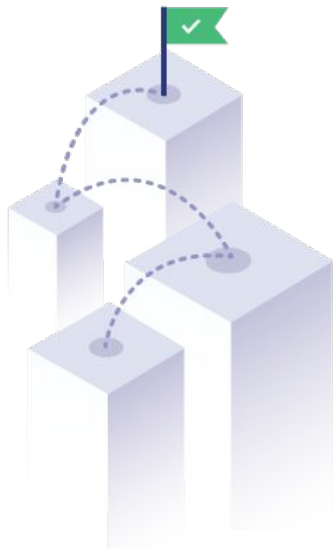
Erin Lower

HR Coordinator, Paycor

"Paycor is a family"



A time-consuming verification process



Growing Pains

However, **given their large scale, and growing size, Paycor's HR team found it unsustainable to manage and process verification requests manually.** In late 2019, Paycor began their search for a solution that would increase efficiency for their 80-person HR team to better serve their large associate base.

Paycor's manual process left their team feeling overwhelmed.

For Paycor's almost 2,000 associates—getting an employment or income verification request for time-sensitive life situations such as applying for a mortgage, signing a new lease, or taking out a loan often took days, and Paycor's manual process left their team feeling overwhelmed.

Approx.

40 hours

A month on verifications

Approx.

480 hours

Total hrs a year

Approx.

48⁺ hours

Average Turnaround time

Partnering with Truework

Paycor was seeking a solution that allowed them to save time and better serve their associates. They found that Truework offered them everything that they needed to expedite their verification process, and increase HR efficiency.

Paycor decided to partner with Truework because:

- ✔ Truework offered a simplified verification process that was able to save Paycor's team a significant amount of time.
- ✔ Truework's associate-friendly features such as templated employment letters and associate data consent ensured that Paycor was able to satisfy the needs of their associates.
- ✔ Truework's industry-leading customer service team would be there at every step of the verification process to remove work for Paycor and increase their HR efficiency.



Easy integration and instant results

For Paycor, integrating Truework was an easy and quick process. Within a week, Truework went live for Paycor, and the entire team was on boarded and ready to go. After onboarding, the Paycor team saw almost instant results with Truework.

- For Erin and team, the time saved with Truework has empowered them to focus on important initiatives and strategic processes to better serve their associates.



Paycor went from spending **40 hours** a month—480 hours yearly—on verifications to **1 hour a month or less**

2hrs

Paycor saw their verification turnaround time drop from **48+ hours** to an average of **2 hrs.**



Erin Lower

HR Coordinator, Paycor

“We have now been able to focus that saved time on serving our associates better through the People Operations inbox and focusing more on projects and improving other processes”

Paycor +  truework