

## Financial Services Company Boosts Payroll Accuracy, Business Efficiency & Employee Satisfaction with Full-service Workforce Management Solution



### Case Study Brief

- ▶ **Company:** Ace Holding Company
- ▶ **URL:** [www.aceholdingcompany.com](http://www.aceholdingcompany.com)
- ▶ **Industry:** Financial Services
- ▶ **Employees/Offices:** 1,300+ / 50+
- ▶ **Locations:** Throughout the U.S.
- ▶ **Switched From:** Large Publicly Traded Payroll Service
- ▶ **Challenges:** Finding a comprehensive workforce management solution (HR, payroll, time and attendance) that would enable the company to better manage its talent pool, mitigate labor law risk and ensure accurate payroll data.
- ▶ **Solution:** SinglePoint workforce management solutions and full payroll services.
- ▶ **Results:** Cost savings, accurate HR and payroll data, 24/7 access to payroll reports, more-accurate and more-in-depth business intelligence, and continuity between sales, implementation & support.

“When our previous provider told us that we needed to hire an external consultant to make their system work, we knew we had to find a better solution—one that was developed by a vendor who stood by their products and services.”

Brett Whigham  
Vice President of Finance  
Ace Holding Company

Ace Holding Company, LLC is a financial services firm whose four subsidiaries provide mortgage lending, title and closing services to the national residential mortgage and wholesale lending markets. The company operates from more than 50 offices in the U.S. and Canada and employs a workforce of more than 1,300. Ace Holding, the parent company, helps its subsidiaries maximize their business opportunities by providing finance, legal, payroll, human resources and IT services and support.

### The Business Challenge

Ace understands the critical role that workforce management plays in the success of its business. In its pursuit of providing best-in-class payroll, human resource and benefits support to its subsidiaries, the company faced two critical challenges:

- **Managing the Talent Pool.** Ensuring that employees are compensated correctly and on-time; providing them with accurate, up-to-date benefits information; and empowering them with tools that help them work more efficiently all enhance employee satisfaction. Ace demands best-in-class workforce management solutions and services to manage human resources, payroll and employee benefits so the company can provide an environment that continues to attract and retain top talent and, in turn, helps the company remain viable in a highly competitive market.
- **Mitigating Labor Law Risk.** Ensuring compliance with legislation such as the Fair Labor Standards Act (FLSA), Family and Medical Leave Act (FMLA) and Sarbanes-Oxley (SOX) is critical to avoiding penalties and errors that can cause financial loss and jeopardize the company's reputation and brand.

In 2006, Ace began searching for a workforce management partner to replace its current service bureau, whose solutions were based on outdated technologies that were difficult to use and who could not provide accurate data or the support and custom services Ace required.

Criteria used to drive the selection process included:

- **Accuracy.** Ensuring that payroll, time and attendance and benefits data are accurate is one of the most important criteria a workforce management provider and solution can deliver. Error rates with the company's previous solution were consistently high and required extensive manual intervention during each payroll cycle, which was a drain on resources and introduced regulatory risk.
- **Flexibility.** Ace required a comprehensive suite of services and solutions that included HR, full payroll services and time and attendance that could be customized easily to meet the company's specific requirements. And, because the solution would be rolled out to more than 50 offices across the country to users with varying levels of technical expertise, Ace required a Web-based system that was easy to use and required minimal training and support.
- **Relationship Focus.** Over the years, Ace had worked with all of the large publicly traded payroll services. While these vendors had impressive sales presentations, when it came time to deliver on their promises, they all fell short. One vendor required that Ace hire an external consulting firm to create workarounds to their own system's shortcomings. Ace needed a vendor that would stand by its products and support Ace in resolving even the most difficult challenges.

“SinglePoint provides an automated, reliable system for processing payroll and maintaining HR information. Not only is their solution easy to use, but the transition to SinglePoint from our previous vendor was seamless. We couldn't believe how painless it was.”

Joe Bell  
Vice President  
Human Resources  
Ace Holding Company

## The SinglePoint Solution

Ace's search began with an analysis of national workforce management providers. After an in-depth review of available solutions and services, Ace chose SinglePoint's comprehensive end-to-end payroll services and integrated HR, payroll and time and attendance software solution.

In addition to meeting the selection criteria Ace defined when it began its search, SinglePoint excelled in several key areas:

- **Value.** The company's flagship product, SinglePoint, is a 100% browser-based solution that integrates full payroll services and data with HRMS and time and attendance functionality in a single, hosted software-as-a-service (SaaS) solution. It was designed to cost-effectively deliver comprehensive enterprise-level functionality to small- and mid-sized businesses. This model reduces the administrative burden required to integrate multiple software applications from different vendors and eliminates resource-intensive double entry of data. And, because there is no software or hardware to install, manage or upgrade, SinglePoint reduces Ace's administrative and IT expense and expedites product roll-out across the enterprise.
- **Response Time.** Whenever Ace had a question about products or services, they were always able to reach their SinglePoint account manager who understood the product and Ace's business goals and was able to answer questions or solve problems within minutes or hours.
- **Reporting Capabilities.** SinglePoint's reporting engine, powered by Cognos, is easy to customize and use. Other vendors' reporting systems were much more complex, often requiring some level of programming knowledge. With SinglePoint, a user with basic Windows experience could get up and running with the reporting system in under an hour.

## The Bottom Line Benefits

With SinglePoint, Ace not only mitigates risk and better manages its workforce, but has reduced operational expenses and seen improved employee performance. The productivity gains and cost savings have been dramatic:

- Ace has reduced long-term implementation and service costs. While past solutions required expensive integration and ongoing maintenance from internal and external consulting resources, SinglePoint's integrated SaaS model eliminates patches and upgrades and is seamlessly updated as enhancements are available.
- Payroll and HR data are always accurate and the payroll process now takes an average of 4 hours instead of 3 days. Additionally, reporting functions that used to take days now take just a few hours.
- The company's 80 HR, payroll and management users can log in and review payroll reports online, 24 hours a day. Ace no longer needs a dedicated resource to export data, cut it into separate spreadsheets and distribute each file to the appropriate manager.
- Managers can quickly compile more-accurate, more-in-depth business intelligence, allowing them to provide a higher level of service to their internal customers (senior managers and employees). The result has been an increase in perceived value of the department and, with it, employee satisfaction.
- SinglePoint automated Ace's time and attendance processes and implemented electronic alerts to notify managers when employees forget to punch out. This has increased data accuracy and reduced manual intervention.
- While past vendors lacked continuity between the sales, implementation and support phases, SinglePoint's commitment to service and satisfaction allows it to deliver dedicated, responsive and seamless service and support throughout the engagement.

**SinglePoint allows Ace to focus on the business benefits that its integrated workforce management technology delivers—accurate payroll, regulatory compliance, talent management and employee satisfaction—and not on the technology itself. ■**

**SinglePoint, Inc.**  
4006 North Keystone Ave.  
Indianapolis, IN 4205

**phone** 317.472.6260  
**toll free** 800.995.6366  
**fax** 317.541.3664

[www.singlepointinc.com](http://www.singlepointinc.com)