







About the Centre

Based in Toronto, French immersion daycare centre A Petits Pas has grown from 15 to 82 children within less than 4 years under the leadership of supervisor Annie Desrochers.

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Annie Desrochers, supervisor - **Centre Educatif A Petits Pas**

Executive Summary

Facing explosive growth and increasing enrollment, supervisor Annie Desrochers found herself spending close to 50h per month dealing with billing and administrative tasks. By implementing Tuio, Annie was able to:

- Save 40h/month
- Equip herself and her centre for years of sustainable growth
- Get rid of paper cheques entirely
- Delight her parent population
- Realize 127% ROI



The Price of Success

Annie Desrochers' center combines a great deal of program flexibility, competitive pricing, and a focus on technology and innovation to make parents' lives easier. As a result, A Petits Pas is routinely at full capacity months or even years in advance; some of the programs are currently full until July 2019.

With such explosive growth, the center has plans to increase its capacity by another 50% within the next two years, and a second location may be on the horizon.

However, such success came at a price. With the options available to an ever-increasing number of families, Annie quickly found herself spending

a significant amount of time dealing with billing and payment related matters.

Over the course of a month, Annie would spend 3 days creating invoices in her accounting software, 1 day following up with families who had not provided their payment, and another day reconciling her deposit book back to her accounting software. Of course, at some point along the way, she also had to spend between 1h and 3h at the bank, up to three times a month. Annie explains: "Working with my Board, we estimated that I was spending at least 6 full days (48h) per month dealing with these billing & administrative tasks. There had to be a better way."







The Switch to Online Payments

Faced with this growing problem, A Petits Pas would eventually have had to hire an additional employee and raise the cost of child care accordingly. Before going down that path, Annie decided to leverage technology to solve what seemed to be an efficiency problem.

Annie approached Tuio about its billing and payment platform. She saw that it would be a breeze to set up and could perform the grunt work on her behalf, all the while providing a dashboard for parents to pay and access account information online.

Not only did Tuio address all the concerns Annie had about her administrative tasks, it could be setup within just days. This was appreciated by the Board, which wanted minimal disruption to operations.

Annie and the Board moved forward, deciding to stop accepting cheques and strongly encouraging parents to pay online. This would result in some transaction fees, but having done the maths, Annie and the Board believed that these would be offset by the resulting time savings, parent satisfaction, and incremental business development opportunities.

Annie was worried that the implementation would become a time crunch with the next batch of invoices due in only 1 week. The holidays were approaching fast, all of which constituted a risk to a successful roll out.

She relied on the Tuio team to help handle the communication to parents and which had made itself fully available to ensure a smooth transition.

A Pleasant Surprise

After switching to Tuio, the results far exceeded Annie's expectations. Not only had the implementation and parent set up proceeded without a glitch, but by the time she got back into the office after the holidays, 80% of the invoices had been paid and reconciled without any intervention. In previous years, it would have taken days if not weeks to catch up to a similar threshold following the winter break, with both parents and staff away.



"Digital payments are only half of the solution. Doing it through an online app like Tuio is the real game changer. I could not have obtained similar results with a card terminal for instance, for the very reason that I was not there to operate it."

Annie Desrochers, supervisor - **Centre Educatif A Petits Pas**

info@tuiopay.com

https://tuiopay.com

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As the month progressed, the remaining parents completed the set up, and for the first time in years, Annie didn't need to go to the bank at all for the month. She established that she would now only

need to spend 1 day a month (vs. 6 previously) on billing & payments because of all the manual steps that had become redundant overnight thanks to Tuio - a time saving of 40h/month. This was especially true now that the initial set up phase was completed. She could reap the benefits of it for the remainder of the year as the large majority of parents were now on auto-billing and would pay on the first day of the month, every month.

Reflecting on the results obtained with Tuio, Annie declared: "Digital payments are only half of the solution. Doing it through an online app like Tuio is the real game changer. I could not have obtained similar results with a card terminal for instance, for the very reason that I was not there to operate it".

Annie also received feedback that parents felt more in control. She assumed that some would be put off by the idea of auto-billing for recurring monthly daycare fees, but many families preferred this to not knowing when a cheque would be deposited, due to the fear of ending up with NSF fees.



What Tuio Did for A Petits Pas in Numbers

82

monthly invoices paid effortlessly

40

hours per month saved **127%**

ROI

10

delighted Board members 1,080

cheque payments eliminated every year 1

fewer employee to hire

... and many paper sheets, envelops, and printer ink cartridges saved!





About Tuio

Tuio is an online platform making childcare payments a frictionless experience. By offering maximum convenience to both parents and administrators, our intuitive software relieves the pressure on organizations still using manual and inefficient processes. This generates substantial time and cost savings. Whether the goal is to move away from physical payments such as cheques or to centralize all digital payments such as direct debit and credit/debit cards and harness the power of automated reconciliation, Tuio can be customized to each organization's goals and needs. Our platform comes with unlimited product upgrades and our outstanding support team. Wondering how we can help you the same way we help our thousands of happy users across Canada? Get in touch with us today!

Contact us

info@tuiopay.com
https://tuiopay.com