



**First United  
Methodist Church**

# CASE STUDY

## ABOUT FIRST UNITED METHODIST CHURCH

Since the late 1800s, First United Methodist Church has been serving their community through not only worship and religious services, but also through volunteer work in their community of Coppell, Texas. We work with Bentley, their Executive Director of Administration, on their HR and payroll needs. When he's not in the office, he loves to hit the links and play golf.



## LIFE BEFORE NETCHEX

First United Methodist Church was previously using Paychex prior to switching to Netchex in 2017. When asked why they were even considering new providers, Bentley stated, **“Paychex did not deliver and customer service was lacking. We had several issues with them.”** Not only was the service from Paychex sub-par, but the product itself just didn't fit their needs. First United Methodist really needed to incorporate and combine their Time and Attendance and Payroll functionalities into one efficient system - so they turned to Netchex.

## WHY WE WERE (AND ARE) THE BEST SOLUTION

Time and Attendance was a very high priority for First United Methodist, especially since Bentley uses it daily. So when they were looking at other vendors, Netchex's integrated T&A system with payroll couldn't be matched by the other competitors. He was able to switch from working with multiple Excel documents that took up his space and valuable time, not to mention having to track time manually on paper. Netchex's system

**“The Customer Service team is excellent! Very prompt and helpful. When they can't assist me immediately, they do their research and get back very promptly. Just the overall friendliness and helpfulness is a welcome change in today's less than “customer service” world.”**

helps Bentley keep up with his team's PTO requests, as well as with their continuing education. His **“staff likes being able to request PTO, as well as track hours much better than the old paper sheets”** that he had to use with Paychex.

Netchex **Time and Attendance** gives clients the ability to collect time through customized web-based clock capabilities, timesheet entry for salaried staff, or Ethernet badge and biometric devices. The versatility of the system can be customized to fit your needs by replacing outdated punch cards and antiquated timekeeping for today's modern workforce. At Netchex, we know that time is money. That's why our system makes sure to monitor absences, overtime, unscheduled work, and uses your company's archived data to forecast labor costs - ultimately saving you money.

His other favorite part of Netchex? **The Customer Service.** Every time he calls, he is always overjoyed at how friendly and helpful his team is.



**Netchex Services:**

- Time & Attendance
- Employee Self-Service
- Management Self-Service

- NetGuide
- NetBenefits
- NetRecruiter