

# ZAXBY'S



## CASE STUDY

### ABOUT MISS MANAGEMENT INC (ZAXBY'S)

Based in Watkinsville, Georgia, Miss Management Inc is a management service operating several locations of Zaxby's, the fast-casual chicken restaurant chain. As their payroll and human capital management provider, we work closely with Jennifer in their Human Resources department, who is also a full-time wife and mom of three busy teenagers.

Based In:



Georgia

Industry:



Restaurant

Employee Count:



700+

Previous Provider:

**QuickBooks**  
Financial Software

### LIFE BEFORE NETCHEX

Before switching to Netchex in 2014, Miss Management was strictly utilizing Quickbooks for all things payroll and human resources. As the company started to grow, they realized manual processes were no longer going to cut it. More franchises were opening, which meant more locations running payroll, more employees needing to be onboarded, more managers being promoted, and more recruiting was required to fill those new positions. With the switch to Netchex, they are now able to run payroll, onboard employees, and recruit new talent efficiently—all from a single-source platform. This move was a game-changer for their Human Resources team, and when Jennifer has to single-handedly process payroll for 18 locations and 700 employees, she knows Netchex will get the job done.



Netchex Services:

- ✓ Payroll + Tax
- ✓ Employee Self-Service
- ✓ Manager Self-Service
- ✓ NetBenefits
- ✓ E-Verify
- ✓ NetCOBRA
- ✓ NetGuide
- ✓ NetInsight
- ✓ ACA Central

### UNMATCHED CUSTOMER SERVICE

Miss Management needs payroll to run quickly and accurately, and with so many locations and employees, they are bound to experience an issue here or there. Jennifer has described her experience with our service team as **“effortless and very helpful,”** and that our service team representatives are **“always helpful, cheery, and always willing to do whatever to resolve the issue.”** With our team-based approach to service, our clients aren't calling 1-800 numbers or call centers who are not prepared or knowledgeable about her questions. Our clients know they can rely on a helpful, happy customer service rep when they call or email the Netchex service team.



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### TURNOVER NIGHTMARES

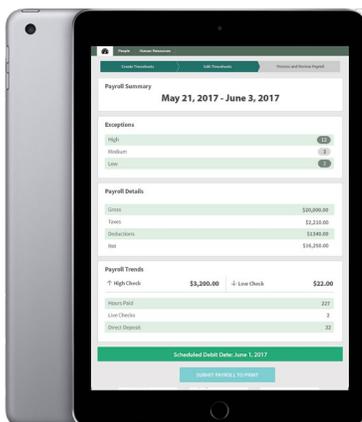
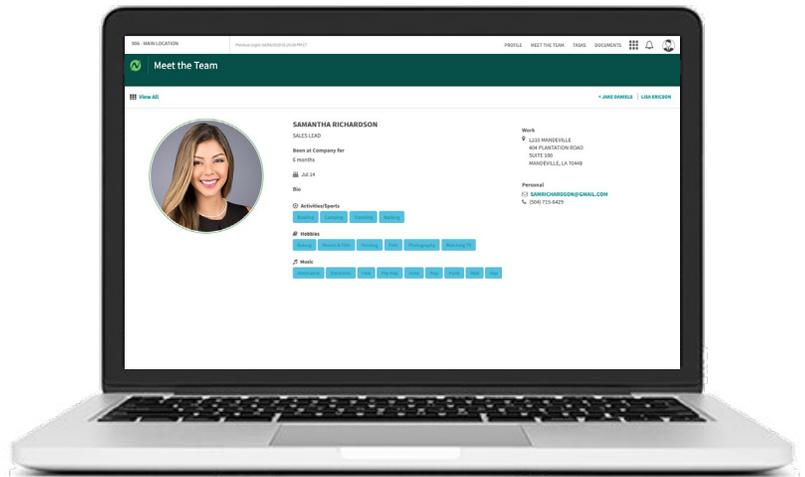
It's well known that the restaurant industry, especially fast-food/ fast casual operations, experience some of the highest turnover rates in comparison to other industries. In 2017, the National Restaurant Association reported 73% employee turnover, with the fast-food industry coming in at over 100% - that means a continuous hiring process for Miss Management and their Zaxby's locations.

### THE NETCHEX IMPACT

Relying on Quickbooks was limiting for Miss Management, and meant they were recruiting, hiring and onboarding new employees with manual processes, risking compliance errors and fines. The switch to Netchex put our powerful NetGuide solution into their HR toolbox, placing the entire employee life-cycle in their hands and online.

NetGuide onboarding gives them **immediate compliance** by having new hires complete and file their I-9s, W-4s, and all state and federal forms. They can sign non-disclosure and privacy agreements electronically before they walk through the door, and electronically view your handbook and company policies. NetGuide pushes all new hire information into Netchex's payroll system instantly, while managing complete information management from start to end of employment. They can **automate the process** even further by developing standard procedures for different departments, as well as setting up tasks to alert new hires of incomplete responsibilities.

Company culture and retention is key in today's shrinking workforce, especially when dealing with high turnover. With NetGuide, new hires can view orientation documents and videos before starting their new job. Virtual trainings can be assigned through embedding your tutorials, and automatic alerts are generated for certification renewals and performance reviews.



When it comes down to it, nothing is more important than getting your employees paid—and Netchex ensures that with our single-source platform. In addition to the above advantages and efficiencies of NetGuide, once your new hires are onboarded, they are automatically applied to your payroll, so they never miss a paycheck. With NetGuide, you can also take care of gathering their direct deposit information with an assigned task, making sure you have everything you need to make their new employment experience as seamless as possible.

**If you want to automate your HR processes like Miss Management Inc, visit [www.netchex.com/request-a-quote](http://www.netchex.com/request-a-quote) or call 877-729-2661 to learn more.**