

## FORTUNE 500 FINANCIAL SERVICES ORGANIZATION

This Fortune 500 Financial Services Company implemented Populus Group as their payroll provider in January 2011 for a population of 125 workers. We've signed a confidentiality agreement with them so we won't be disclosing their name.

### Why reach out for help?

#### Inconsistent processes and service

- » Both the organization and its contingent workers were unhappy with their payroll provider's customer service. They needed a partner who would make on time and accurate payments as well as quickly and effectively resolve any problems.

#### Exposure to risk

- » Without dedicated compliance experts on their side, the organization felt that they were exposed to an increased risk of a negative audit or lawsuit. They needed a partner that made compliance a top priority in the areas of I-9 employment eligibility, state-specific overtime laws, and Fair Labor Standards Act (FLSA).

#### Missing minority spend

- » The best companies know the value of diverse workforce and spend. The organization needed a certified Minority Business Enterprise (MBE) to provide payroll services in order to meet their minority spend goals.

### What was discovered?

Months ahead of the internal transition announcement, Populus Group consultants worked with key stakeholders to define a payroll program that best fit their working environment and incorporated best in class procedures.

Key insights included:

- » **Managers and contractors were reluctant to trust a new payroll provider.** Because of their dissatisfaction with their current payroll provider's customer service, managers and contractors were wary of a new service provider. To build a successful program, our project team and the organization would have to work together to rebuild trust internally.
- » **The organization needed a partner who could grow with their needs.** While risk mitigation and diversity spend were top-of-mind reasons to partner with Populus Group, the organization was really looking for a provider who they could trust to provide solutions to future problems.

## The results:

### A custom payroll solution built on trust

- » The company consulted closely with us to design an implementation plan that focused on building trust. We made onsite visits and created a consistent schedule to discuss progress with all levels of stakeholders, from pre-identified workers to program sponsors. These meetings also created opportunities to share feedback and have candid conversations about the program. The result? A successfully adopted payroll program with buy-in from all of its users.

### Reduced risk, reduced costs, and increased diversity spend

- » By using Populus Group payroll services, the financial services organization reduced its risk of co-employment and ensured its pre-identified payroll workers had proper classification for FLSA exemption.
- » They also reduced costs by 2% overall and were able to report 100% of their payroll program as diversity spend.

### A partnership that grows together and solves problems

- » Since implementation, the company has been able to onboard hundreds of new payrolled employees across the United States with Populus Group. Each new worker receives the same high-touch customer service that the first payrolled worker received.
- » As the organization got to know us better, they shared their struggles with talent acquisition and retention. Together, we were able to implement two additional services to alleviate some of that stress:
  - **Immigration services** have allowed the organization to access niche and highly skilled foreign national talent. Our team of experts takes care of compliance, allowing the organization to focus on speed to market.
  - **Redeployment services** have supplemented the organization's talent retention strategy by routing existing talent back to new assignments once their current assignment ends. The benefits? Cultural fit, knowledge retention, and faster ramp up times.