

CASE STUDY

FROM MANUAL TO MODERN

MAKING THE CHANGE TO THE BEST IN HOME HEALTH CARE PAYROLL



OVERVIEW

25

YEARS IN HOME HEALTH CARE

650

EMPLOYEES

Heights Home Health is a privately owned home health care agency, whose primary objective is to bring more enjoyment to the lives of those who find it increasingly difficult to function well on their own.

MEET TERESA, AN AGENCY OWNER

Heights Home Health was opened in 1996 by a mother-daughter duo to tackle the needs of patients in the home care industry. Teresa, president and CEO, now runs the agency along with her son, taking her back to when she first joined her mother to run the agency.



THE PROBLEM WITH MANUAL



The biggest challenges Teresa faced were with payroll, onboarding, hiring, and retaining caregivers. The whole process was taking away from running the business at hand. It usually took 3 to 4 days from beginning to end to do payroll, and by the minute she was done, it was already time to run payroll again. Doing manual payroll left her open to compliance issues - issues where she had to seek support for any questions she had.

MODERN PAYROLL

TIME TO DO WHAT MATTERS

Teresa now gets payroll done in less than a day, leaving her time to do what matter most for running her business and tackling many of the other intricacies in the industry. On top of that, Viventium's software automatically accounts for many of the nuances in home care payroll, keeping her agency in compliance and operating smoothly.

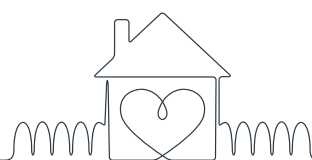
EASY-TO-NAVIGATE TECHNOLOGY

With Viventium's easy-to-navigate solution, Teresa can go in there and tackle anything that needs to be done before and during payroll. Teresa mentioned "I can go there at any time if someone needs a pay advance and be able to get everything set up for the next paycheck. The software is very easy to maneuver and you are able to do what needs to be done on a daily basis and not right at payroll."

REMARKABLE SERVICE

Due to Viventium's experience in payroll and attention to detail, Teresa can now just send a quick email and ask her Dedicated Client Service Team for help with a special report that she can then use for years to come. Teresa mentioned that she really appreciates having someone to rely on when she has questions, "When you get dedicated people, it takes that worry off of your shoulders. That was a huge thing for me, knowing that if I have a question, I can get with H.R. complete and have somebody to call to help me."

Applicant Tracking | Onboarding | Time and Attendance | Payroll | Benefits Administration
Business Intelligence | Human Resources | Learning Management



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