



**A REMARKABLE
AGENCY DESERVES
REMARKABLE
SERVICE**

HOW CHRISTIAN SITTERS PARTNERED
WITH VIVENTIUM TO IMPROVE
PAYROLL OUTCOMES

MEET MS. BOBBIE BROWN



For most of her life, Ms. Bobbie Brown has been the epitome of “care” in home care. At the age of 16, she became her grandmother’s caregiver, and when others were unable to get her to take her medicine or eat the right foods, Ms. Bobbie Brown found a way. She did so by approaching the problem not with frustration but with compassion and creativity.

As the years went by, she later took on the same role as her parents’ caregiver. With these personal experiences coupled with her CNA schooling and of course her real-life experience working as a caregiver for other agencies, Ms. Bobbie Brown opened the doors of Christian Sitters in 1998. Now, she can share her gifts on a much larger scale.

ABOUT CHRISTIAN SITTERS

Christian Sitters exists to bridge the gaps. When you or a loved one has just had surgery but needs a little help while recovering at home, Christian Sitters is there. When your aging parent needs a little extra help and companionship around the house, they’re there.

When mothers of newborns are overwhelmed and need a professional hand to help keep things steady, they’re there.

No matter what stage or walk of life you’re in, Christian Sitters is there to assist. Whatever your schedule and whatever your need, they want to have a conversation about how they can help you!



JACKSON, MS

25

YEARS IN
HOME CARE

20+

CAREGIVERS
EMPLOYED



THE GOLDILOCKS PROBLEM

As Christian Sitters grew larger, Ms. Bobbie Brown began running into a problem. She felt as though her payroll solution options required her to manage payroll herself, giving her a high-quality payroll process but demanding many hours of her time, OR have another company handle payroll, saving her time but decreasing the quality of her payroll process.

PAYROLL THAT WAS NOT SUITABLE TO HER UNIQUE NEEDS

Ms. Bobbie Brown started by choosing a very basic in-house program. This allowed her to maintain control over how payroll was run for Christian Sitters. While using the tool, she could ensure that the payroll process remained at the high quality she expected all parts of her business to run at, but unfortunately, this solution *didn't relieve as much of the "office burden"* as she expected. She needed a solution that saved her time in addition to providing a high-quality payroll experience.

This led her to her next payroll solution, a professional employer organization (PEO). Her PEO was able to take control of Christian Sitters' payroll, giving her the extra time in her day that she needed. However, the payroll experience was not all that was promised, with *payroll errors costing Christian Sitters thousands of dollars*, and as a result, Ms. Bobbie Brown was shopping for a new payroll solution once again. While her PEO had many "bells and whistles," she didn't need or want half of them – what she really needed was remarkable service and error-free payroll.

This time, Ms. Bobbie Brown was in search of two things: payroll software designed for home care and exceptional service. When she thought for a minute, one person came to mind – the Viventium specialist who had called her a few times. Her hope was that this time, the solution would be *"just right."*

The first solution didn't relieve as much of the "office burden"

The next solution caused payroll errors costing Christian Sitters thousands of dollars



A REMARKABLE VIVENTIUM EXPERIENCE

SALES EXPERIENCE

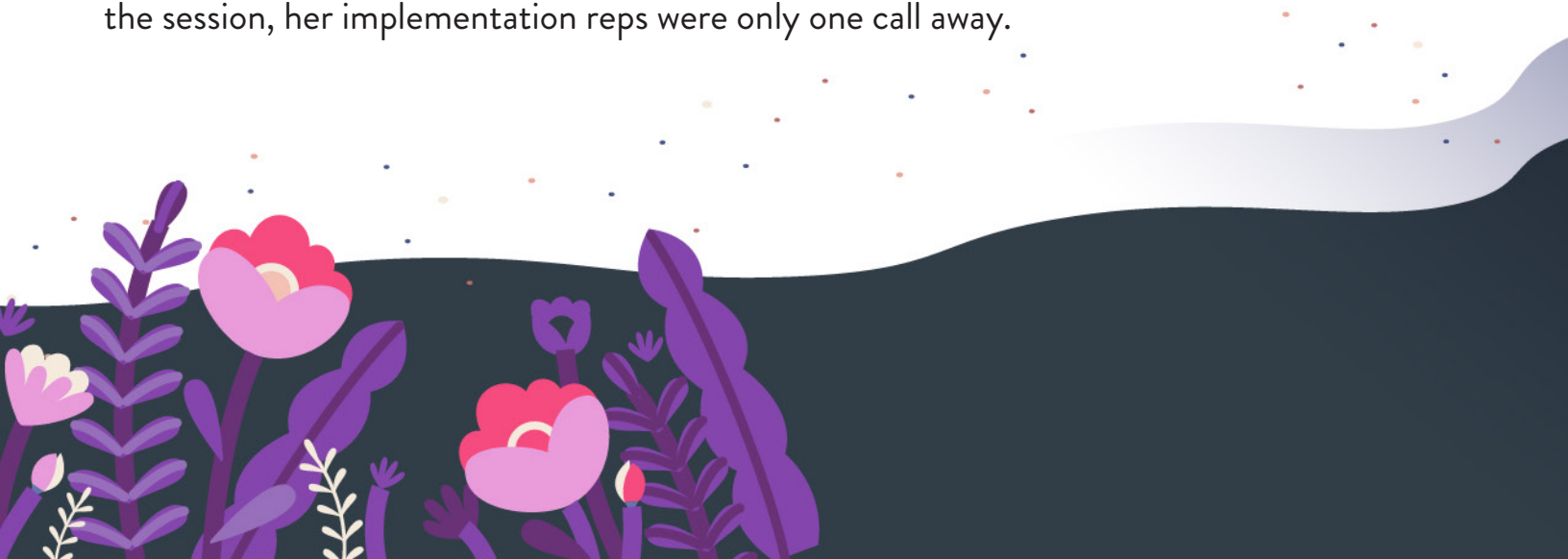
“When I first met the sales rep, he seemed very patient, very understanding, and whatever question, no matter how silly it sounded, he would just smile and say, ‘I understand.’”

Early in the process of switching to Viventium, Ms. Bobbie Brown already felt as though the relationship between Viventium and Christian Sitters was different than her other providers. Instead of simply feeling like another client, she felt that the sales rep listened to her and treated her like she was the only person they had to worry about. He clearly explained what the process would be to switch to Viventium in order to keep her agency running smoothly as well as detail how Viventium would impact her business in the long term.

IMPLEMENTATION EXPERIENCE

“They are always there for you.”

While going through implementation, Ms. Bobbie Brown had to learn an entirely new payroll software. Understandably, there was a bit of a learning curve involved. Fortunately, any issue that would come up could easily be resolved through the plethora of easily accessible training options. If she was unable to attend a training session or was still a bit uneasy on a topic after the session, her implementation reps were only one call away.



A REMARKABLE VIVENTIUM EXPERIENCE

ONGOING SERVICE EXPERIENCE

“You can run payroll on your own, but they (Viventium) will hold your hand.”

Now that Ms. Bobbie Brown has been using Viventium for over a year, she spends less time doing payroll and can spend more time caring for her clients and growing her business. While she now has the ability to run payroll on her own, she isn't alone. She has the entirety of Viventium's knowledge at her fingertips, accessible only an email or phone call away. Finally, someone is taking care of Ms. Bobbie Brown at the same level that she takes care of others.

Why Choose Viventium

With our expertise in health services, 30+ years of payroll experience, and 93% client retention rate, we're setting the path for home-care-specific payroll and HR software. Explore more on why you should journey with us.

For more information on Viventium, please visit [us!](#) 

VIVENTIUM[®]
in it with you | **HEALTH**

