

## CASE STUDY



# TEAMING UP FOR THE COMMUNITY: HOW M&N HOMECARE PARTNERED WITH VIVENTIUM TO ENHANCE THEIR IMPACT



# MEET ERIC TORRES

Eric Torres' journey is a testament to his unwavering commitment to his community. Armed with a degree in operations management, Eric dedicated two decades of his life to educating children as a high school teacher, driven by **his passion** for making a positive impact on the lives of those around him.

**However, after 20 years in the classroom, Eric decided to make the jump from shaping the minds of children to caring for those in need of home care assistance.**



**M&N**  
HOMECARE

**NEW  
YORK**

**1800+**  
CAREGIVERS  
EMPLOYED

**Combining his educational background, classroom experience, and drive to help others, Eric took on the role of Director of Operations at M&N Homecare, a prominent New York-based agency with over 1,800 caregivers.**

# TIME SINK

Unfortunately, with their previous payroll provider, the payroll process was time consuming. Payroll would take **6 hours per week** with a **team of 3 people** to run. Eric explained, “We had to go and download an Excel sheet and fix all the numbers before they actually submitted it for processing.

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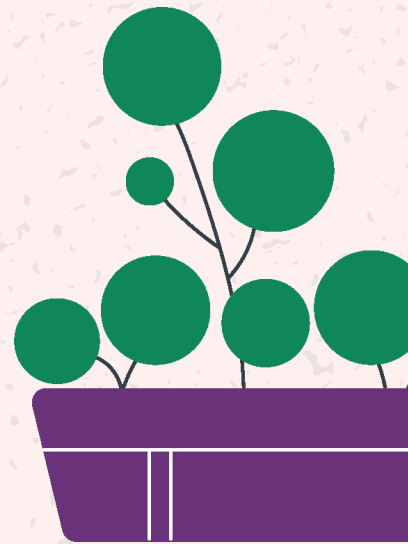
On top of this, at the end of each month, they had to download and calculate the wage parity spread for their caregivers’ fringe benefit cards, adding **another 6 hours** per month to an already cumbersome process. In total, M&N Homecare was spending an incredible **90 man-hours** per month on payroll processing alone.

After stepping into his role as Director of Operations, Eric quickly identified the need for effective and efficient systems tailored to the large workforce he was managing. Software issues had the potential to quickly escalate into major operational disruptions, making the need for streamlined solutions critical.



# PAYROLL BUILT FOR HOME CARE

Transitioning to Viventium brought a remarkable change in the efficiency of their payroll process. Viventium's tailored solution **designed specifically for home care agencies** decreased the time spent processing payroll dramatically. What previously required a team of 3 people dedicating 30 hours per month each now only required 1 person dedicating about **1 hour per week**. In addition, Viventium automated the monthly wage parity calculations, removing an unnecessary monthly payroll chore. For M&N Homecare, this reduced the overall man-hours spent on payroll from **90 hours to just 4 hours per month**.



**“Viventium was a more cost-effective strategy for us long term.”**

These time savings from payroll had a ripple effect on the entirety of M&N Homecare's operations. The 3 people that were previously dedicating large portions of their workweek to payroll could now redirect their efforts towards other essential responsibilities, ultimately improving M&N's efficiency and quality of work outside of just payroll. Eric noted, “Viventium was a **more cost-effective strategy** for us long term.”





# MOBILE APP/ESS PORTAL

While Viventium made a splash on the administrative side of things, the caregivers of M&N Homecare were also able to reap the benefits of the transition to Viventium as well. Because of Viventium's Employee Self Service portal being **easily accessible via either mobile app or desktop**, it was easier to have an increased adoption rate of caregivers who were actively participating in using the software.

One example of this was PTO. Prior to Viventium, Eric and his team had to track and approve all PTO requests manually. This made it difficult to ensure that all PTO requests were being seen and that they were not overpaying PTO. Without a **centralized system**, caregivers were not able to easily check how much PTO they had, causing some to plan and request PTO despite not actually having enough to cover their planned absence.

With Viventium, **everything is handled in the software**. Caregivers simply open the mobile app, check how many PTO hours they have access to, and place a request for the dates and number of hours they would like to have approved. Managers can then easily click a button, approving PTO, and Viventium **automatically** notifies the caregiver and updates the amount of hours left in the bank.



# ONBOARDING

Before switching to Viventium, M&N Homecare would send out **PDF copies** of their onboarding documents and have new hires fill out the forms digitally. While this meant they had effectively gone “paperless,” this was essentially using digitization as a more convenient way of distributing what was effectively the same as **physical copies** of the forms by email.

**Due to their size, M&N was sending out paperwork to 40-50 new hires a month, and they needed a solution that would help them automate the process, saving them time and reducing errors.**

To solve their onboarding issues, M&N switched from simply sending PDFs to new hires to adopting Viventium’s Onboarding system. While Eric was the driving force behind the change, his Onboarding Admin, Sinthia Mahjabin, was the one who ended up using it regularly and had this to say about the switch: “Viventium is really easy for us because we can send everything all together. New hires can submit their ID, social, or other documents on Viventium, making it easier to collect everything.” One of her favorite features was the **automated phased onboarding**. With this, she simply had to create a template once with all of the different onboarding steps that needed to be completed or signed, and she could then use it for all future new hires. Now, whenever she needs to start the new hire process, all she needs to do is enter their email into the software, **and Viventium handles the rest.**



**VIVENTIUM**  
in it with you | **HEALTH**

## 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!](#)

