

THE RIGHT
PAYROLL AND
HR SOLUTION
FOR RIGHT
AT HOME OF
DELAND, FL

CASE
STUDY

MEET ROSALEI OLAZAR

Rosalei Olazar has worked a variety of jobs throughout her career, but they have all been driven by the shared goal of improving the lives of those around her and making a positive impact on her community. Whether serving as a children’s ministry director, a massage therapist, or currently as the owner and CEO of a Right at Home franchise, Rosalei’s commitment to helping others remains strong.

As a true servant leader, Rosalei runs her agency based on the guiding principle of “We take care of our caregivers so they are ready to take care of the clients.” This has been successful for her so far, with an average of 630 hours per week and growing her team to over 40 caregivers in the 4 years she’s been in business, increasing her reach and allowing her philosophy to impact a larger audience through her well-trained staff.

ABOUT RIGHT AT HOME OF DELAND, FL

Right at Home of DeLand, Florida’s mission is to improve the quality of life for those they serve. They recognize that everyone’s idea of “quality of life” is different, which is why it’s so important to them to make their patients an active part of their own care plan. They want their clients to be in the driver’s seat regardless of any limitations or challenges they’re facing.



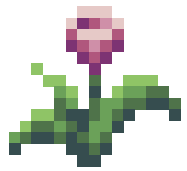
DELAND, FL

4

YEARS IN
HOME CARE

40+

CAREGIVERS
EMPLOYED



PHILOSOPHY ON CULTURE

CULTURE

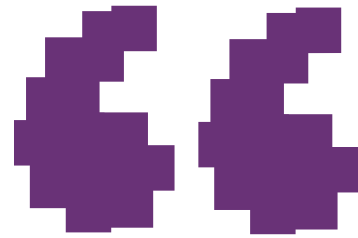
From her experience in volunteer management during her time as a children's ministry director, Rosalei understands the significance of investing time into understanding and valuing her staff. While those she manages are now paid employees, she continues to emphasize the importance of a positive company culture.

3 TOUCH POINTS

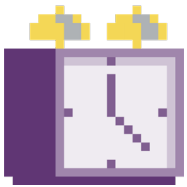
To ensure her staff feels appreciated and supported, she has implemented a key guideline for herself and her supervisors of 3 touch points for every ask of her employees. This means that for every task that is assigned to her caregivers, Rosalei and her supervisors strive to have 3 meaningful conversations or interactions, whether that's asking about their personal lives, catching up on common interests, or simply giving them a space to vent about work.

EXCEPTIONAL CARE

Rosalie's team believes that delivering exceptional care to clients is not limited to fulfilling their basic needs. By putting in the time and effort to build genuine connections with her caregivers, her caregivers will pass that on to their clients, creating a wonderful environment for everyone.



IT USED TO TAKE ME AROUND
4 HOURS A WEEK TO
MANAGE PAYROLL



TIME

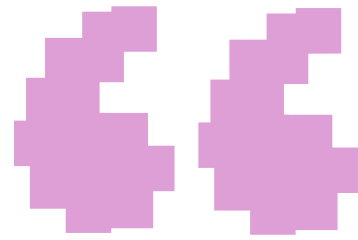
GROWING PAINS

As Rosalei's agency grew, the effort required to maintain the nurturing environment she sought after became increasingly demanding. In addition, other responsibilities of running a growing business began to demand more time from her.

PAYROLL MANAGEMENT

Managing payroll started to take up a significant amount of her week due to the confusing interface of her previous software and the extensive manual work that had to be done to correct inaccuracies. At its worst, payroll was taking up to 4 hours a week to manage; that's 208 hours per year. Rosalei knew that if she wanted to have the time to focus on the parts of the business that needed her most, something would need to change.

Enter Viventium's
game-changing software...



YOU CAN LOOK AT IT AND JUST UNDERSTAND WHERE YOU ARE SUPPOSED TO GO

SWITCHING TO VIVENTIUM

After switching to Viventium, the differences were immediately apparent. While previous payroll software Rosalei had used in the past claimed to be “user friendly,” she often found that this only applied to the payroll company itself, not her caregivers or admins. However, with Viventium, that was not the case. Not only was Viventium easy to use for employees regardless of their familiarity with using technology but also her side of the software was just as friendly.

INTUITIVE USER INTERFACE

She attributed this to the intuitive user interface, which was simple to navigate and understand. If she couldn't find a feature she was looking for, the global search bar efficiently guided her to the desired functionality. Misunderstandings weren't an issue since buttons were clearly labeled, conveying exactly what they did, or were accompanied by descriptions.

AUTOMATION FEATURES

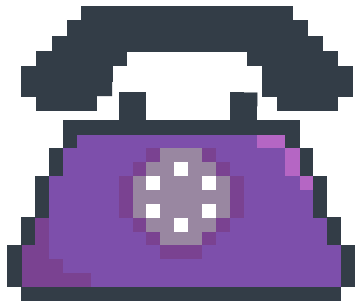
In addition, Viventium's automation features proved to be a game changer. She no longer had to waste hours of her time each week manually correcting mistakes caused by her previous payroll software. With a click of a button, Rosalei was able to run payroll accurately. This, in combination with the user-friendly nature of the software, turned a frustrating ordeal that would cost 4 hours each week into a smooth experience taking 15 minutes or less. That means 195 hours to invest back into the business!



SOFTWARE



IT FELT LIKE THE REP WANTED TO HELP



SERVICE



REMARKABLE SERVICE

Similar to her own commitment to exceeding the basic needs of her clients, Rosalei finally experienced that level of care herself through Viventium. While she found the software intuitive, there were times where she required additional assistance or guidance to resolve certain situations.

CONVENIENCE

Rather than having to search for contact information or send emails to sales reps, all the customer support information she needed was conveniently located on the Viventium dashboard immediately once she logged in.

FAST AND EASY SOLUTIONS

When she called, she was connected with a support rep who worked through her issue, resolving it in just 15 minutes. Instead of feeling like she was inconveniencing someone, the support process felt as though Viventium genuinely wanted to assist her.

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

