



SOLVING THE PAYROLL

PUZZLE

UNLOCKING PRODUCTIVITY AND
BUILDING A CARING CULTURE!



VIVENTIUM

in it with you | Health



MEET MICHELLE LISK

Michelle's journey in serving others began as a personal care assistant in a life skills classroom, where she worked closely with children with special needs. As her own children moved on to college, Michelle felt the desire for a career change to something that was year round where she could still maintain her passion for helping others.

Drawing on her extensive experience serving individuals in need, she took a leap of faith and purchased her own home care franchise in 2012.

Since then, her commitment to improving the lives of others has propelled her agency to great heights. Michelle has grown her Synergy franchise from a one-person operation to a remarkable 85-caregiver agency.

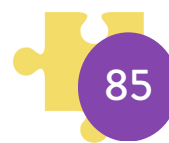
ABOUT SYNERGY, CARLISLE



CARLISLE,
PA



YEARS IN
HOME CARE



CAREGIVERS
EMPLOYED



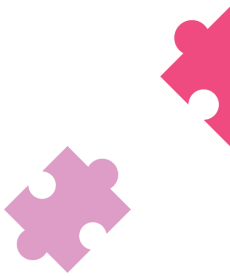


MISSING PIECES



As Michelle's agency continued to expand, the time spent managing payroll grew as well. Initially, her previous payroll software worked fine when the number of employees she had was limited. However, more employees meant more time processing payroll and replying to employee inquiries. Eventually, it got to the point where she was spending 8-10 hours each pay period on processing payroll alone. This began detracting from her ability to focus on other critical aspects of her business necessary for success, like hiring caregivers, marketing her agency, and client billing.

When her previous payroll company decided to raise rates while still not delivering the service she required, Michelle knew it was time for a change. She needed a payroll company that delivered excellence so she could take back valuable time, unlocking more opportunity for her agency. Looking for recommendations on payroll software providers that could meet her needs, she reached out for advice from another Synergy franchise owner, who recommended Vientium. After speaking with a Vientium human capital management (HCM) sales specialist, she decided that switching to Vientium is exactly what she needed for 3 key reasons: faster processing time, improved client service, and enhanced user accessibility.



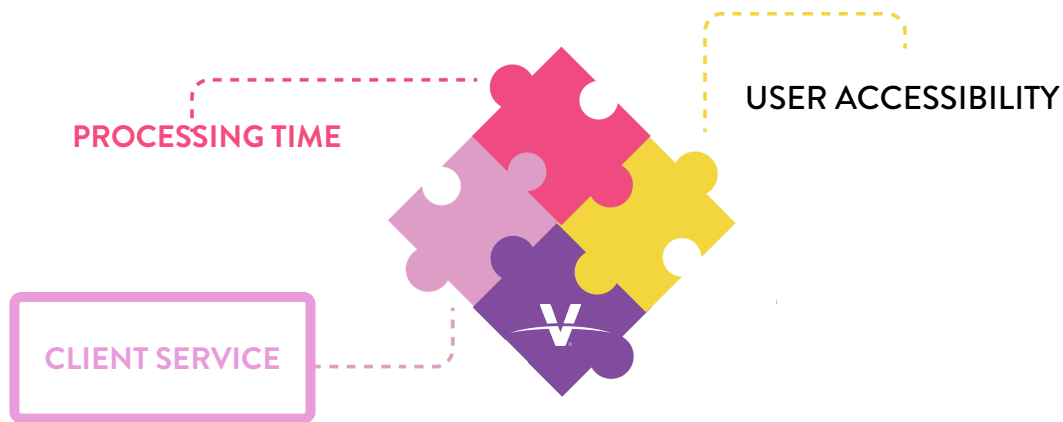
PUTTING THE PIECES TOGETHER



PROCESSING TIME

After implementing Viventium, Michelle experienced an immediate improvement in processing time when she ran her first payroll. Initially, she felt nervous and concerned about making a mistake that could potentially result in delayed paychecks for her employees. Luckily for her, that didn't end up being the case. With the support of her dedicated implementation specialist, Michelle was guided through her first payroll smoothly.

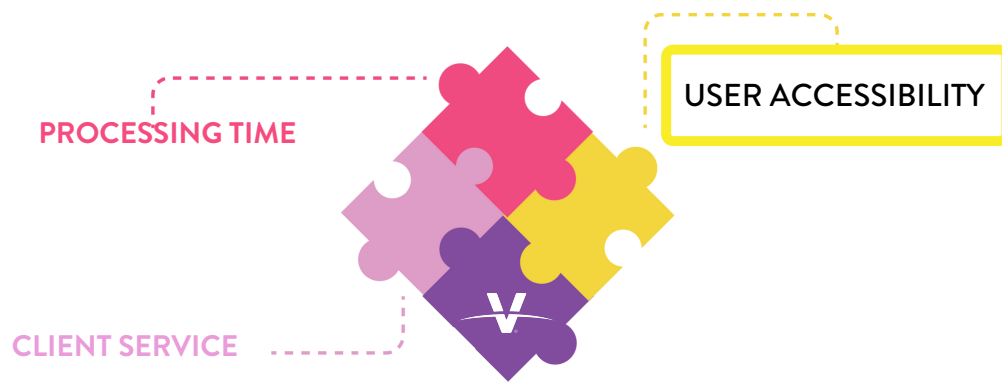
Instead of having to dredge through outdated software and inefficiencies, she was able to run payroll faster than ever before. She was met with a payroll software that was filled with tools that allowed her to speed up the process. Paired with an intuitive, simple-to-operate workflow and payroll dashboard, Michelle was finally able to optimize her payroll process. What used to take 8-10 hours only ended up taking 40 minutes. With biweekly pay periods, this translated into a remarkable 242 hours saved annually.



CLIENT SERVICE

As Michelle made the transition from her previous payroll provider to Viventium, she naturally had questions and concerns. After all, payroll is a critical aspect of running any business, with no room for error. That's why she was pleased when her payroll implementation specialist would regularly go above and beyond, ensuring that she was comfortable each step of the way and all of her questions were answered.

Whether it was addressing her initial concerns, being available to answer questions throughout the process, or making sure that Michelle was never left out to dry, the personalized touch that her implementation specialist provided made the difference between Viventium and other payroll providers clear. Her implementation specialist demonstrated an authentic commitment to understanding her unique business needs, tailoring their guidance towards what she specifically needed, as opposed to simply giving her a cookie-cutter answer. In addition, by having a dedicated rep, Michelle was able to build rapport with her implementation specialist, so each time something would come up where she needed to contact Viventium, she didn't have to start from square one all over again.



USER ACCESSIBILITY

After using Viventium for a few months, Michelle not only experienced significant time saved in processing payroll but also noticed a reduction in the time spent addressing employee inquiries. The mobile Viventium app that provides employees with easy access to their Employee Self Service (ESS) portal streamlined caregiver access to important information, such as agency policy documents and employee pay stubs.

With simple access to these company policy documents, caregivers no longer had to reach out to admins for copies. Questions concerning things that could be answered in documents like the employee handbook no longer had to be directed towards managers since employees now had the ability to look up that information themselves. In addition, because the mobile app provided convenient access to their pay stubs, the need for Michelle or other admins to manually access and print copies for employees was also eliminated.

While Michelle appreciated the time saved on her end, this quality-of-life improvement was huge for her caregivers. By granting them access to information in a centralized location, the Viventium mobile app empowered her caregivers to have increased access to company policies, make informed decisions, and handle personal matters independently.

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!](#)

