

CASE STUDY

PAYROLL ROCK STAR

HOW ONE HOME CARE AGENCY
REBELLED AGAINST GENERAL MARKET
PROVIDERS

MEET SUSANA AMAYA

Susana Amaya began her career as an office manager for a 25-employee company with many hats and many more responsibilities. One of her recurring tasks was payroll, which she performed manually without any sort of electronic assistance. After refining her payroll expertise for 13 years, she moved to Advantage Home Care, quickly becoming the agency's payroll supervisor. In her current role, she is responsible for the payroll of 1900 caregivers.

BROOKLYN, NY

ADVANTAGE
HOME CARE

1900+
CAREGIVERS
EMPLOYED

ROCK ON, SUSANA!

NEW COMPANY, NEW CHALLENGE

Everyday, people have opportunities to make career advancements and are stretched in order to grow. This was Susana's case. At her previous company, payroll was a paper-based, manual process. For example, to set the correct tax withholdings for federal, state, and city taxes each pay period, she would have to consult a tax chart, compare it to employee wages, and manually determine how much to withhold. This set her up for an increased chance of error, which she mitigated by spending extra time reviewing her work, causing tax withholdings alone to eat into a significant amount of her week. In total, for only 25 employees, she was spending 8-9 hours per pay period on payroll.

She knew this was not the way to go, especially with 1900 employees, and she was ready to step up to the challenge of learning new technology.

PLUGGING IN TO EFFICIENCY

Recognizing the need for a more efficient system, Susana embraced Viventium. Working with her dedicated Viventium representative, she went to run her first-ever software-based payroll.

“Honestly, Viventium was very easy to learn,” Susana explained when asked about the difficulty of switching from paper to digital. “My rep was so helpful and made it easy to just get the payroll going.”

Successfully running her first software-based payroll for more people than she had before would have been great by itself, but for Susana, another large win had been made. While she would previously take over 8 hours to run payroll for 25 employees the old-fashioned way, Viventium allowed her to run payroll for all 1900 caregivers in 2 hours, cutting time to a fraction of what it used to be while also scaling up her operation exponentially larger.

HELP IS JUST A CALL AWAY

Of course, when learning any new skills or tools, mistakes are bound to happen. Early on in her Viventium experience, Susana made an error with a payroll batch, accidentally uploading it to the wrong division. Not sure how to fix the situation, she called her Viventium rep. Getting a real person on the phone right away, her rep explained how to solve the situation and walked her through each step of the process.

“When I have an issue, I have no problem getting through to my rep or the help desk,” Susana explained.

“They are very good with emails and answering the phone.”

This assistance doesn't only cover mistakes but also extends to custom solutions for their unique business needs. For example, because of the size of her agency, manually adding bonuses for hundreds of caregivers was time intensive. Luckily, her rep was able to build a custom spreadsheet for her that she is able to fill out and upload.

“Now, it's so much easier. I just upload the spreadsheet, and I am no longer doing hundreds of manual entries; it's done in two seconds.”

FROM PROBLEM TO AFTERTHOUGHT

An added benefit from switching to Viventium's software-based solution was the amount of time it saved Susana on report generation. Before, handling payroll by hand meant that she was also responsible for handling payroll reports by hand. Now, with Viventium, one of her favorites is the Employee Pay History report, which she uses often for employee verification for loans and household income verification for rent. Given the size of Advantage Home Care, she uses this specific report about 2 or 3 times per week. Instead of having to fill out long employee verification documents, she can just enter a caregiver's name into Viventium report generator, print out the Employee Pay History report that is automatically created, and attach it to the form. For Susana, this was a game changer. Describing what she would do manually before, she said, "I would have to go back into the employee file and pull all the timecards and forms. It would take a lot of time to fill out the paperwork." Having to do that 2 or 3 times a week would severely detract from her other responsibilities.

With the Viventium Report Library, the task transforms from a problem to an afterthought.

A SOLUTION FOR ALL

Susana's adoption of Viventium didn't stop at the admin side of payroll. As an employee herself, she quickly became very familiar with Viventium's mobile app.

“You can find your W-2, your PTO time, and more. It's very easy. Any time I need proof of income, I can just download it to my phone.”

According to Susana, this feeling of ease was not unique to her. When onboarding new hires, she was responsible for setting them up in Viventium. After logging into the mobile app for the first time, a lot of new caregivers ask her to walk them through the setup, although after completing a quick tutorial, they tend to be shocked at how easy it is to navigate.

At an agency with as many caregivers as Advantage Home Care has, the more access to commonly requested items (pay history, W-2s, I-9s, PTO, etc.) employees have, the better. After all, if they can get the information themselves, they're less likely to reach out to admins, providing admins with more time to spend working on the many other responsibilities they have.

Viventium not only rocks but also helps your rockstars. When talent meets tools, the results are electrifying.

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.

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