

Testimonial

Mastering multi-state payroll for ABA therapy



Cross River Therapy

Steven Zauderer, CEO

10 locations - 750 employees

About

Cross River Therapy is a leading provider of ABA therapy services, serving children ages 1-21 who are on the autism spectrum. With 10 locations across 6 states, they support more than 500 families every year through at-home, at-school, and center-based services.

From the desk of Zauderer

Our organization spans ten locations across six states, employing 750 professionals who provide in-facility, in-home, and in-school therapy. We needed a payroll system that could manage compliance and operations across our network. After transitioning from our previous payroll software to Viventium, we can confidently say that Viventium is the superior choice.

Viventium excels at being user-friendly from start to finish. The onboarding process is exceptionally smooth, and it allows us to sync new hires to payroll without entering information twice. The software manages complex pay calculations with ease, including different earnings and tax codes across our service areas. When it's time to process payroll, we import data from our practice management software, complete a few simple steps and we're done. One issue that we had with our previous vendor was that we couldn't easily tell if payroll was processed – there was no clear indicator in the system showing that it went through. Now, with Viventium, it's very clear that payroll was processed correctly.



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Steven Zauderer, CEO, Cross River Therapy

We also found Viventium's support team to be very responsive and helpful. Recently, we faced a critical issue where one of our wire transfers to fund payroll was delayed by the bank. Viventium's team monitored the wire transfer and as soon as it went through, they processed payroll immediately. Thankfully, we avoided a delay and were still able to pay our staff on time.

In addition, the Viventium team is very proactive at informing us about changes and making requirements easy to understand. The software has built-in compliance guardrails, including automatic calculations down to state specific items like transportation reimbursements in New York. They also provide valuable literature, webinars, and guidance on compliance.

Finally, our employees love the mobile app. It’s easy to find, download, and activate. It’s incredibly user-friendly and allows employees to view pay stubs, W-2s, and request PTO without hassle. Employees can request PTO, and supervisors can approve it with a single click.

Overall, Viventium has proven to be a dependable partner that consistently meets our needs and goes above and beyond to support our business.



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-based care payroll and HR software. Explore more on why you should journey with us.

For more information on Viventium, visit us at
viventium.com

