



## Regional Staffing Company Case Study

### Business Challenge

A staffing company with 1600 employees placed out of offices in five states wanted to offer its employees a much more efficient process for obtaining their pay. At the same time, the firm was seeking a solution to decrease its administrative hard and soft costs associated with payroll. The company:

- Needed a solution that would reduce the costs associated with printing, distributing and reconciling employee checks and pay stubs
- Sought a turnkey program that would be administered by their service provider
- Required a program that they could manage across all locations from their corporate headquarters
- Implement a program that was employee friendly with materials, training and
- customer support both in English and in Spanish
- Maximize the efficiencies of their employees on the job by minimizing or eliminating tasks such as check cashing and wiring money home that would take them away from work
- Have the ability to reconcile payroll problems quickly

### Employee Challenges

- Many employees live paycheck to paycheck and needed access to their pay according to the scheduled pay day
- A need to reconcile any discrepancies quickly so they can have access to their pay
- High costs associated with check cashing
- Unbankable employees had far less flexibility accessing their money than employees with bank accounts

### Directo's Solution

Directo introduced a pay card and pay stub program that addressed both company and employee challenges. Directo's instant issue cards and easy-to-understand implementation and support program, administered at the client's site, made acceptance and activation seamless. Directo's program eliminated the need to mail out any payroll-related items and enabled employees to sign up immediately versus the two week processing time required by their bank. In addition, employees losing their cards receive new ones immediately. Early in the relationship with Directo, the firm accidentally double paid employees. Directo immediately completed a reversal on the double pay, saving the company time and money while ensuring that all employees received their correct pay in a timely fashion. Before Directo, this type of reconciliation would have required a significant amount of administrative time to resolve.

### Results

Through implementation of the Directo Pay Card Program, the firm reduced the hard and soft costs associated with payroll. Employees receive their pay seamlessly and enjoy the benefits of using direct deposit, of particular value to their unbanked workers. Headquarters maintained central control of payroll and became much more efficient at resolving related issues. The firm directs its employees to Directo with any questions or issues with confidence that they will be addressed and resolved quickly. The new program has significantly driven employee satisfaction, helping the staffing company maintain their strong base of experienced workers.