

MANUFACTURER OF SCENTED PRODUCTS AND COSMETICS SAMPLING SAVES HUNDREDS OF HOURS EACH YEAR WITH PAYPRO WORKFORCEONE®

ORLANDI TRADES IN TIME-CONSUMING MANUAL PROCESSES AND TIME ON HOLD WAITING FOR SUPPORT FOR AN EFFICIENT SYSTEM BACKED BY EXCELLENT CUSTOMER SERVICE.

Spending too much time on payroll systems that caused more work than necessary and customer service that failed to meet their needs, Orlandi made the decision to launch Paypro WorkforceONE to achieve the fully integrated and efficient time and attendance, payroll, and HR processes they required.

THE CHALLENGE

Workforce comprised of union and non-union, salaried, and hourly employees.

Manufacturer of scented products and cosmetics sampling, Orlandi offers a specialized line of products. Founded in 1853, Orlandi's headquarters is in Farmingdale, NY. The Farmingdale location has over 120 employees, about one-third of whom are union workers, plus, staff offices, laboratory, and a production facility.

ORLANDI

www.orlandi-usa.com

ORLANDI AT A GLANCE:



**HEADQUARTERS
FARMINGDALE, NY,
WITH 3 GLOBAL
LOCATIONS**



**120+ U.S.
EMPLOYEES**



**MANUFACTURER OF
SCENTED PRODUCTS
AND COSMETICS
SAMPLING**



CLIENT SINCE 2017

Labor-intensive, time-consuming, manual processes — and subpar customer service.

Orlandi's previous Human Capital Management (HCM) provider's system required a completely manual process, including approving each time sheet individually, which could take half a day to complete. Furthermore, the system wasn't intuitive, and when Orlandi's VP of Accounting, Andrea Spina would call support to resolve issues, there would be a long wait for a response. She said costs with the previous HCM provider kept increasing, but the quality of service did not.

"They oversold themselves," says Spina. "They sold their system as not needing an HR person. That was the furthest thing from the truth."

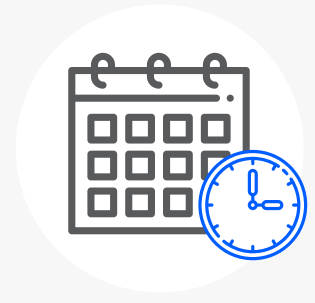
Another issue with the previous HCM system was the lack of integration among payroll, HR, and Orlandi's Kronos Timekeeper system. The systems were separate, requiring a lot of double entry for the payroll and HR departments. In addition, Orlandi had to undertake the project of updating their Kronos system with union contract terms, as well as rules for salaried and hourly employees, since their former HCM provider did not have the resources or expertise to support them on that platform.

THE SOLUTION

Paypro WorkforceONE provides an integrated platform and efficient workflows.

In January 2017, Orlandi launched Paypro WorkforceONE, a system that made payroll and HR processes more efficient. Paypro provides one, integrated platform for time and attendance, payroll and HR. The integrated system also eliminates double entry. For example, when onboarding a new employee, the information is automatically shared from HR to payroll.

Paypro WorkforceONE makes it easy to pull reports directly from the payroll system without having to manually build out reports by exporting data to Excel spreadsheets. The system also has workflows designed for efficiency and accuracy. Spina says, for example, when an employee makes a change, such as updating bank information for direct deposit or enrolling in insurance, she receives an email alert. The employee does not need to double check with the HR department that her request was completed, she is informed by the system.



"As far as the payroll system goes, I've never dealt with anything this easy. I can run payroll from start to finish in less time than I used to spend reviewing and approving payroll."

— ANDREA SPINA,
VP OF ACCOUNTING, ORLANDI

Employee ownership and simplified payroll processes.

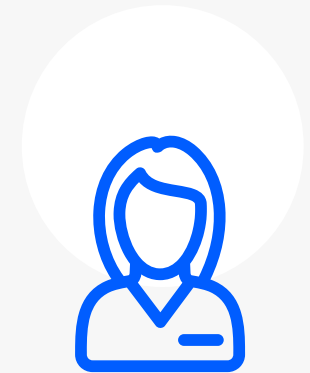
With Paypro WorkforceONE, employees have visibility into their timesheets, paychecks, W-2s, benefits, and approved time off. Instead of visiting the human resources office to ask questions, employees use Paypro WorkforceONE to take ownership, find information, and resolve issues on their own, eliminating those disruptions to administrative staff. Employees can also request time off and receive approval through the system, clock in via time clock, computer or app (depending on their job descriptions), and quickly and easily make changes during healthcare open enrollment. “It’s a much easier system,” says Spina, “Even for people who aren’t computer savvy.”

The payroll process is also much easier. Paypro WorkforceONE allows supervisors and managers to approve time sheets before forwarding them to payroll, eliminating much of the back-and-forth for approval that occurred with the old system.

THE RESULTS

- Human Resources Department saves more than 75 hours per year by not having to look up employee data as employees can access answers to their questions by utilizing the Paypro WorkforceONE self-service feature.
- 50% reduction in payroll processing time.

In addition to the reduction of time spent responding to employee inquires and the significant decrease in payroll processing time, Orlandi has benefited from Paypro’s responsive and knowledgeable account representatives. Trained to understand the nuances of Orlandi’s business the reps get back to them in minutes, reports Orlandi’s Human Resources Director, Stella Cespedes. Customer calls, however, have become rare. With easy to use, intuitive Paypro WorkforceONE, users are given the tools to make changes and fix problems themselves.



“Our Paypro account reps are amazing. They know what we need, and if they don’t know the answer, they will find out right away and get back to me.”

— **STELLA CESPEDES,**
HUMAN RESOURCES DIRECTOR,
ORLANDI