

Senior Living Provider Automates Administrative HR to Focus on Larger Goals

Improving payroll accuracy and HR efficiency while gaining data insights and decreasing manual processes

Number of Employees:

2,500

Number of Locations:

60+

Industry:

Senior Living Provider

Solutions:

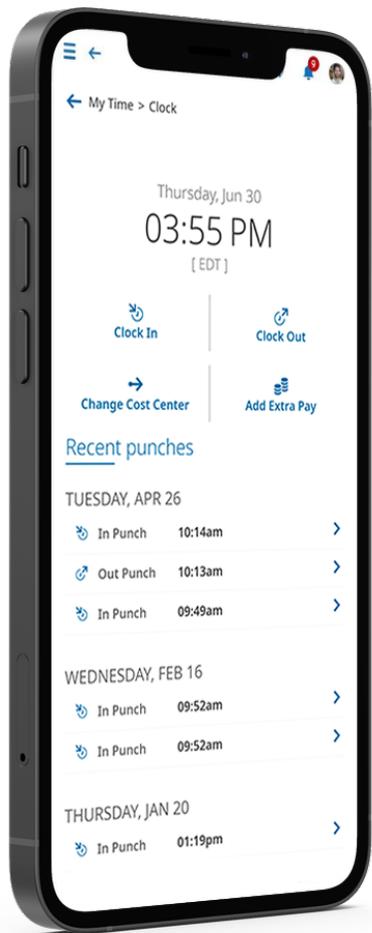
Payroll, Time & Human Resources

Bickford Senior Living is a family-run senior living provider that was established in Olathe, Kansas, in 1992. Since then, Bickford has expanded to more than 60 locations spanning 11 states with approximately 2,500 employees. The organization is still owned and operated by the Bickford family who strive to bring a sense of community and feeling of home to its residents and employees alike.

With Bickford's strong focus on caring for its people, successful employee management has always been one of their top priorities. They identified a need to switch payroll providers in order to pay their employees accurately and efficiently and to receive more useful and extensive data insights. Thanks to an already existing relationship with CBIZ Financial Services, they turned to Centrally HR powered by CBIZ — a human capital management (HCM) solution suite. Because of the existing relationship and Centrally HR's capabilities, Bickford felt confident choosing CBIZ to handle their payroll, timekeeping and HR needs.

"If I have a question, I don't have to put in a ticket. I go to folks that I have built a relationship with whose success is tied to our success. It truly feels like a partnership."

Justin Stein, VP of People
Bickford Senior Living



The Difference a Partner Can Make

It is well known that implementing a new HCM system and switching providers is a large undertaking. With CBIZ, Bickford had a dedicated partner in the transition. The CBIZ implementation team walked Bickford through detailed trainings of the system to ensure they were able to use Centrally HR to its fullest capabilities.

Previously, Bickford's payroll solution was serviced completely in-house while time tracking and HR were managed manually by employees faxing in paper forms. With CBIZ, they not only gained a full-service HCM solution but also a dedicated team of implementation and service experts, enabling the team at Bickford to focus on their core business.

From Reactive to Proactive with Self-Service Tools

Automating actions, such as processing bonuses and managing terminations through workflows, has enabled Bickford's leadership to be proactive when tackling administrative tasks, allowing for more time to focus on larger strategic initiatives.

With Centrally HR's self-service tools, employees can easily access their personal information from Centrally HR's desktop portal or mobile app. For the first time, employees are empowered to make instantaneous updates to their own data, such as entering direct deposit information, updating their location for accurate tax deductions and managing life change events.

Accurate Time Tracking for Better Budgeting

Since switching to Centrally HR, Bickford's employees have taken time tracking mobile by logging hours and cost-center changes in the Centrally HR mobile app, freeing up leadership from inputting hours by hand. Employees can also correct missing or inaccurate punches in real-time, resulting in a timely and accurate paycheck and less manual intervention from leadership.

Up-to-date and accurate paychecks have led to better, real-time visibility into budgeting for Bickford's directors. With today's labor market, offering competitive wages and bonuses is critical. Reports that used to be computed and compared manually are now readily available with the time and payroll data points already in their system. Quick insight into payroll over payroll, wages by location and bonus payrolls hasn't only saved time, it has also allowed them to make the best decisions on pay and job costing to hire and retain top-tier employees.



Prepared for the Future & Continued Growth

Bickford Senior Living has gained higher visibility into their business thanks to Centrally HR's capabilities in data transparency and reporting. Partnering with CBIZ and adopting Centrally HR has given Bickford Senior Living's leadership the ability to focus on the big picture, make proactive decisions, and continue to prepare for the future.

"When you think about implementing a new timekeeping and HR system, you want a partner who will be patient with you, and that's what we found with the team at CBIZ."

Justin Stein, VP of People
Bickford Senior Living



PAYROLL, TIME & HR
MANAGEMENT IN ONE
SOLUTION



EMPLOYEE
SELF-SERVICE
TOOLS



DATA TRANSPARENCY
FOR BETTER
BUDGETING

Get In Touch

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CBIZ Human Capital Management (HCM) is focused on delivering solutions that streamline the journey from recruitment to retirement as organizations across the country deal with ever-changing compliance mandates, increasing HR oversight and employees who want to feel more connected than ever. With more than 9,000 clients and 300 associates nationwide, our payroll, time, HR and benefits solutions are delivered locally and backed by national resources. CBIZ HCM works with clients every step of the way to ensure we lay the foundation, consistently provide the service, and guide the overall strategy for human capital success.



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