



## 941 Payroll and Timekeeping Grows Beyond Payroll by Offering SwipeClock's Integrated Workforce Management Solutions

### 941Timekeeping

**Location**  
New Jersey

**Products**  
TimeWorksPlus  
TimeWorks Mobile  
TimeSimplicity

**Challenge**

941 Payroll and Timekeeping has been a SwipeClock partner since 2010. The company offers time and attendance, scheduling, and payroll solutions to professional services firms, restaurants, and manufacturers in the Northeast region of the United States. 941 Payroll and Timekeeping strives to be the most accurate, reliable, and responsive partner to its customers by providing a dedicated representative so that a familiar person is there to help.

941 Payroll and Timekeeping has a unique policy to back its promise of responsive and personal customer service. It responds to seven of 10 phone calls with a real person in three rings or less. For the three calls that reach voice mail, 941 Payroll and Timekeeping guarantees a human response within two hours or their next service is free. Since the company opened its doors, it has only had to offer one free payroll. "When I called to let the customer know, he said not to worry since your service is so responsive," said Noam Yalon,

President and Owner of 941 Payroll and Timekeeping.

941 Payroll and Timekeeping sees greater value supporting other areas of workforce management beyond just payroll. "Payroll is quickly becoming a commodity," said Yalon. "While we can retain our payroll customers with great service, the growth just isn't there." Because of this, 941 Payroll and Timekeeping is focusing its future growth on time and attendance, and scheduling solutions with the same reputation for exceptional service that it has earned in the payroll space.

Workforce management, which includes timekeeping, scheduling, and leave management is an exciting area where technology is rapidly changing and greatly improving the way small- and medium-sized business operate. "It's fun to be in this new space," said Yalon. "Workforce management is more 'sticky' than payroll which allows us to retain our clients longer."

*"With SwipeClock, we have helped our clients save thousands of dollars in lost profits, overtime, tax, and benefits."*

Noam Yalon, President and Owner of 941 Payroll and Timekeeping

## Solution and Results

941 Payroll and Timekeeping now offers its customers SwipeClock's simple and affordable workforce management products, which include TimeWorksPlus and TimeWorks Mobile for time and attendance, and TimeSimplicity for scheduling and leave management. Each product is fully integrated so that 941 Payroll and Timekeeping can scale their clients' workforce management solutions as they grow.

Customers are already experiencing great results. By using SwipeClock, 941 Payroll and Timekeeping virtually eliminated timekeeping errors for its clients. SwipeClock also offers complete automation and seamless integration with most payroll software making it easy for 941 Payroll and Timekeeping to grow its existing client base. "With SwipeClock, we have helped our clients save thousands of dollars in lost profits, overtime, tax, and benefits," said Yalon. "With these results, we expect more of our payroll customers to expand to SwipeClock's other workforce management solutions."

As an example, one of 941 Payroll and Timekeeping's customers is a worldwide logistics business. Recently, the company wanted to do a project where employees who worked with a package entered two codes into a clock after a product was shipped—one code for the name of the client and the other for the type of work being done, whether it was packaging, addressing, sorting, or adding postage.

941 Payroll and Timekeeping was one of several companies asked to create a system that could solve this challenge. Using TimeWorksPlus, 941 Payroll and Timekeeping created a prototype that met all of the company's requirements. In going through the process, Yalon learned that most of the other proposed vendors that were asked to participate didn't respond due to the complexities involved. A couple of the participants tried, but were not able to solve the problem. Only one other company was

able to complete the prototype, but wanted to be paid upfront and was going to charge the company 4-5 times the amount 941 Payroll and Timekeeping offered.

This example shows the tremendous ability of SwipeClock's products to be easily customized with scripting, as well as highlights the great service and support offered by the company. 941 Payroll and Timekeeping uses scripting to customize about 10-15% of projects for its clients. "The support team at SwipeClock is by far the best of any vendor I deal with by a factor of five. It makes you remember what customer service should be like—kind, patient, accurate, and thorough. No matter who I speak with, whenever I call with a question or issue, it gets resolved quickly and easily."

"The bottom line is that SwipeClock saves my clients money...as long as the solutions are implemented properly," said Yalon. "The savings come from automating paper-based processes to minimize overtime pay, ensure more accurate time and attendance keeping, and having regular reports for audits and improved decision making. I would recommend SwipeClock's workforce management solutions to other firms that want to move beyond payroll."

- **Challenge:** Expand business by delivering workforce management solutions
- **Solution:** SwipeClock's workforce management products for integrated time and attendance, scheduling, and leave management
- **Benefits:** Workforce management is more 'sticky' allowing 941 Payroll and Timekeeping to retain clients longer while growing its business

