

# Case Study: **Trion Solutions**



Trion Solutions provides value-added Human Resources Services • Based in Troy, Michigan • Swipeclock BOSS Partner

Trion Solutions is among the nation's Top 10 Professional Employer Organizations with more than 600 client companies across the United States. It relieves the stress and burden of payroll and HR administration for businesses of all sizes and industries and is an important partner of Swipeclock BOSS (Back Office Sales Support).

## **Swipeclock Timekeeping is Popular With Trion Customers**

As a valued BOSS Partner since 2018, Trion refers clients to the Swipeclock team in the important sales, onboarding, implementation and training stages. And, Swipeclock professionals are on standby to provide support for Trion clients as needed.

We spoke recently with Lynn Bergstrom, a member of Trion's New-Client Implementation team, about the Trion-Swipeclock partnership. She has extensive payroll and PEO experience and is charged with timekeeping sales and implementation, which she enjoys greatly as she is in her fifth year in the important role.

### **Swipeclock Meets Trion's Clients' Needs**

A key to the success of Trion and Lynn in the timekeeping area is mastery of solution-based selling. In her role, she performs a thorough discovery process with each prospect, learning about the client businesses, current time and labor processes and business pain points.

Then she works with Swipeclock to customize a time and labor tech stack integrated within the Trion payroll. Bergstrom said, "It's a nice mix of working with the client, determining their needs, and working with Swipeclock to assess how best to meet their needs – making smooth transitions and effective client relationships for Trion. For example, would they prefer biometric time clock hardware or the mobile timekeeping app? Do they need employee scheduling, holidays, departments, or job costing? Do they require custom PTO accruals to be tracked in Swipeclock? When we understand their specific needs, we can best coordinate with Swipeclock for a demo and structure it to showcase how the software best solves their challenges."

### **Key Highlights**



Seamless integration with PrismHR platform provides a unified experience.



Swipeclock versatility is key to delivering the right solution to each client.



Time tracking is one of the most common struggles among their new clients.

Swipeclock offers a seamless, elegant integration with Trion's PEO platform from PrismHR. Prospective clients can view the powerful features of a unified HR and timekeeping solution.

### **Swipeclock Offers Advanced Time and Labor**

Trion finds that Swipeclock's versatility helps it determine the most appropriate solution for each client – for example, Swipeclock's clocking options. They include the webclock, mobile app, GPS and several physical clock options, including the Vision+ facial recognition with temperature monitoring.

Swipeclock includes scripting, job costing and other features important for Trion clients with advanced time and labor needs. The system supports one of their larger client's around-the-clock shifts, shift differentials and special COVID pay.

"Trion switched to Swipeclock because of the integration capabilities with our HR systems," Bergstrom said. "All new clients seeking a timekeeping solution are able to enjoy Swipeclock, along with other clients being transitioned from other systems."

### **Swipeclock and Trion Make a Great Team**

Businesses come to Trion for full-service payroll and HR administration, and timekeeping is an essential component.

Swipeclock automated time and labor provides efficiencies some of Trion's clients never imagined were possible. Paired with Trion Solutions' other outstanding service offerings and first-rate support, Trion can provide comprehensive Human Resources for small and mid-sized employers in a broad range of industries.

"All the professionals at Swipeclock are focused on helping Trion be most effective for our clients. They always are patient and pleasant with which to work," said Bergstrom.

### **Trion Clients Spread the Word**

According to Trion's Lynn Bergstrom, all Trion clients have positive experiences with Swipeclock. As an example, she describes a referral from a hospitality customer. The Trion client, which owns hotel properties, uses Swipeclock time and labor

integrated with Trion HR and payroll. The client was so pleased with Swipeclock timekeeping, he told another hotel owner about it and convinced her to do a Swipeclock demo. She liked what she saw and decided to move forward with her workforce operating four hotels. Once she was trained and her staff was operational on the system, she absolutely loved it. Lynn shared the client's statement, "I don't know why I waited so long. This is awesome!"

Trion and Swipeclock are working closer than ever to bring delightful solutions like this to more clients every day.

**With powerful time and attendance solutions from Swipeclock, Trion provides its clients with a full HR solution, backed by their impeccable support.**

## **Learn more about Swipeclock Partner Programs**

Swipeclock advanced time and labor solutions meet the real-world needs of small to mid-size businesses. With the Swipeclock BOSS program, HR service providers like Trion Solutions can boost revenue and retain customers longer without increasing overhead. You can trust Swipeclock to provide the same level of service and expertise that you give to your valued clients. Partner with us and we'll grow together!



To learn more about Swipeclock Partner Programs, visit [swipeclock.com/partner-program](https://swipeclock.com/partner-program)