

## CASE STUDY

# Hackensack Lumber

Discover how a Minnesota-based hardware store with 15 employees found a better solution for tracking employee time data with WorkforceHub.

### At a Glance

#### THE SITUATION

- The company's business manager/bookkeeper was spending hours manually inputting employee work hours and managing payroll.
- Their payroll company needed more accurate data to ensure proper processing each pay period.

#### SOLUTION HIGHLIGHTS

- WorkforceHub is a simple and straightforward system that makes tracking time and labor easy.
- It came highly recommended by Hackensack Lumber's payroll company, making the switch a logical one.
- Employees and company leaders emphasized the importance of simplicity and data security, and WorkforceHub met these needs.

the start of each year with a system that required a lot of manual work, as well as throughout every pay period when hours weren't entered correctly (or at all).

### The Research Process

Tami performed some research on her own, comparing systems that offered similar features to WorkforceHub. **She needed an option that was user-friendly, as the team included people who weren't particularly tech-savvy.** But because Hackensack Lumber's payroll provider was already a Swipeclock partner, opting for a standalone solution would have meant more work for Tami. It didn't make sense from that perspective or the cost, as most systems she researched cost more.

**"WorkforceHub is an easy and affordable way to take care of your timekeeping needs."**

Hackensack Lumber trusts its payroll provider, who spoke very highly of WorkforceHub, so the company decided to move forward with this system as their chosen time and labor solution.

### The Solution

After making the decision to rely on WorkforceHub, the implementation process began. As the client of this particular payroll provider, Hackensack Lumber received its support and training from members of the WorkforceHub team. Tami emphasized the ease of the entire process, as well as the level of support she received. Product experts provided multiple online training meetings and responded to questions and needs as they arose.

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### The Situation

Tami Dill, the business manager and bookkeeper of Hackensack Lumber, has a lot of tasks on her to-do list every day. She continued to accumulate new work and experience challenges with the payroll processing system in place, which led her to look for a payroll provider. When the company made the switch, she was able to focus on other tasks and free up her time. But she soon realized that the time tracking solution in place wasn't meeting anyone's needs.

Hackensack Lumber went through multiple changes over the years, looking for systems that would ensure accuracy and simplicity. But they faced challenges at

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In Tami's words, "I highly recommend WorkforceHub. Everyone has been so helpful, and it's been very easy to learn what I need to do with it."

## CHOOSING WORKFORCEHUB

Tami expressed that the employees at Hackensack Lumber had some concerns about the change, particularly those who weren't as technologically savvy. But she also saw the shift as a way to empower the team, putting more responsibility and accountability on them to manage their own work hours.

"I have enough on my plate; I don't need to watch every employee's timecard," said Tami. "Giving ownership to the employees has made it easier for me while ensuring that the data is accurate and ready for payroll processing."

The flexible time collection methods also appealed to members of the Hackensack Lumber team who preferred not to use their own personal devices to track their work hours.

## THE BENEFITS OF A STREAMLINED, INTEGRATED SOLUTION

How have things changed for Tami and her team at Hackensack Lumber? For starters, Tami is saving hours every pay period that she used to spend manually inputting hours and checking schedules. The business owners can view data from their locations, nearly 300 miles from the store. And when Tami pulls the data from WorkforceHub, **the files are in the format needed by the payroll company, streamlining the process of getting everyone paid.**

WorkforceHub also comes packed with [advanced scheduling](#) functionality that the company may choose to utilize in the future. Customers can use what they need and explore additional features when they need them, as WorkforceHub is a customizable product.

## EXPLORE A PARTNERSHIP AND OFFER WORKFORCEHUB TO YOUR CLIENTS

The Swipeclock partner that Hackensack Lumber relies on for payroll processing is part of the Back Office Sales and Support (BOSS) partner program. This is just one of the [partnership levels](#) available to payroll companies, accounting firms, financial professionals, and others.

The BOSS Referral Partner Program allows each partner to manage the relationship with their clients while the Swipeclock team manages the heavy lifting. We take care of the sales and implementation process, providing service and support whenever needed.

**"So many aspects of this system have made my life easier ... it has everything I need to run payroll, track my employees, and handle other tasks."**

And according to Tami, the support she received through the implementation process was top-notch. Implementing WorkforceHub went amazingly well, with excellent training and highly responsive people involved in the process. When she asked questions, she received answers within minutes. And while Tami hasn't had to reach out for technical support, she feels confident that she would have a similar experience.

Over 1 million employees in the U.S. use our modern timekeeping solutions. By considering a partnership, you would be joining more than 1,300 similar partners that have reaped the rewards of offering or recommending this platform to their clients.