

# Total HR Solutions

## HUB Essential to Payroll Efficiency

**Total HR Solutions** has a loyal client base that spreads the word about their services. Clients span food services, manufacturing, retail, service, transportation and other industries. Relationships and value are core to their success.

### Discovering and Delivering Value

Lafayette, Louisiana-based Total HR Solutions (THRS) serves a wide array of businesses and industries, with employee counts ranging from one to more than 1,200 employees. These clients generally need payroll assistance and come to the company through word of mouth or through its tax business. THRS offers timekeeping, HR and payroll services, payroll tax preparation and remittance, and year-end remittances of Forms W-2, 1099 and 1095.

“Whenever we meet a new prospective client, we take the time to discover their needs,” says Jenna Gillane, Total HR Solutions Payroll Manager. “We often find that we can implement efficiencies that they have not considered, as well as confirm technical compliance with labor and payroll tax law.”

A great example of this kind of hidden efficiency is provided by SwipeClock HUB, which enables secure communication between the payroll system and its administrators. “We use HUB for

onboarding new hires, updating employee information and distributing pay stubs and reports,” explains Gillane. “HUB automates all of these tasks, making them fast and easy for everyone.” THRS bundles HUB into every payroll sale.

### Automating Rates and Job Costing

Many clients also have a need for better time and attendance. “Companies with blended rates and job costing concerns can usually benefit from TimeWorksPlus,” says Gillane.

In some cases when an employee performs different tasks, they may earn different rates of pay, which will require a blended rate of pay calculation. When the employee is also a tipped employee, the blended rate calculation is even more complicated. “In our experience, we have successfully implemented processes with TimeWorksPlus to assist in these difficult calculations. Our clients appreciate the correct calculations to know that their employees are being paid properly,” notes Gillane.



“Assigning costs to jobs can also be troublesome. Workers have to tie their hours and pay. We implement processes to insure that employees apply the applicable labor codes to their hours worked, which will ultimately lead to proper recognition of job costing as well as afford the client the ability to properly bill the correct time worked to their customers,” says Gillane. “We advise our clients to take advantage of all available tools to ensure that the best solution is implemented.”

One client, for example operates in multiple states and has 300 employees, most of whom are in the field. The foreman uses the SwipeClock mobile app with the batch processing feature to assign labor and job codes for the whole crew. Hourly and salaried workers in the office select the labor code when clocking in to apply their time. FICA, unemployment, and workers compensation are all properly calculated for each worker, enabling accurate job costing.

### Expanding Value

Over time, Gillane expects that clients will want to add more capabilities such as employee engagement and workflow automation, as they see the value. “At the end of the day, our reputation rests on the value we deliver,” says Gillane. “We leverage SwipeClock products to make everyone more efficient, including ourselves.”

### The Total HR Solutions Approach

1. Spend time to discover client needs.
2. Determine if time and attendance is required. Look for job costing and blended rates as key requirements.
3. Bundle HUB with payroll to facilitate pay stubs, employee updates and onboarding.
4. Propose timekeeping bundled with physical clocks, plus mobile app licenses if workers are in the field.
5. Show the financial value and peace of mind associated with the solution.
6. Close the deal.

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