



Customer Case Study

Wiard's Orchard

Converting to the Evens Time Human
Capital Management Solution



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Challenge

Wiard's Orchards is a family-run agri-entertainment business based in Ypsilanti, Michigan that has been in operation for over 150 years. A longtime mainstay in the community, Wiard's Orchards offers a wide range of seasonal entertainment, including country fairs, haunted houses and hayrides, apple and pumpkin picking, cider press, company picnics, and much more.

As a seasonal business, Wiard's Orchards experiences peak traffic during the fall months, increasing their staff from 5 to 360 employees to handle the 8-week period. During high-volume months, employee timekeeping and payroll processing always proved challenging for Office Manager Hillary Sanchez. Hillary relied on two disparate server-based platforms, Time America for timekeeping and a different provider's solution for payroll.

Hillary commented, "The biggest pain point was being locked in my chair on payroll day. I was unable to leave my desk because I couldn't access the system outside of my office." Supporting staff offsite was nearly impossible for her. In addition, because employees didn't have access to their time reports, Hillary was burdened during off hours with employee requests to double check and edit punches, having to record running lists on paper until she returned to the office.

To add to their challenges, Hillary and her team were always nervous in the instance of a power outage as their old system didn't support offline punching. The result? A line of 80 or more employees outside of Hillary's office waiting to manually record their hours on paper for her to process later.

Wiard's Orchards knew that there must be a better, unified solution but had concerns about transitioning to a new platform. "We were nervous about how smooth the conversion process would be and if the implementation timeline would be thrown off," said Hillary. As a seasonal business, they were on a strict deadline to implement and have a new solution running before hiring their workforce for the fall months. Also, due to their business model, Wiard's Orchards had a difficult time finding a provider that would only charge for the number of employees on the system at any given time.

"I'd highly recommend making the switch to the Evens Time HCM Solution. Now we're dealing with significantly less headaches and more time to focus on initiatives that really matter to us."

Hillary Sanchez

Office Manager, Wiard's Orchards



Since Wiard's Orchards transition to the new Evens Time HCM platform, Hillary has also been **able to cut payroll processing time** in half, allowing her to focus on more important tasks that she otherwise wouldn't have had time for before.

Wiard's Orchards needed a human capital management (HCM) provider who could:

- Offer the convenience of a cloud-based, single-platform HCM solution that can be accessed anywhere, anytime and provide offline punching capabilities
- Deliver a flexible pricing model for the new solution so that Wiard's Orchards is only paying for the number of employees on the platform at any given time
- Provide exceptional customer-first support before, during, and after the conversion process to ensure all timelines were met
- Enable certain employee self-service features, including the ability for staff to access their time punch records and paystubs

Solution

Luckily, Wiard's Orchards didn't have to look far for a new HCM solution. Turning to their current timekeeping provider, Evens Time, for help, Wiard's Orchards was happy to hear that they provided an easy-to-use, cloud-based solution for all their payroll and timekeeping needs on a single integrated platform. In addition, Evens Time offered the pricing model they needed and a dedicated support staff to help make the transition as smooth as possible.



Implementing the Evens Time HCM Solution:

Although Wiard's Orchards was initially hesitant to make the switch to the Evens Time unified HCM platform, they believe it drastically paid off in the end. During the conversion process, exporting and customization challenges due to their old payroll platform were immediately handled by the Evens Time team who provided thorough support and timely communication. Hillary commented, "The Evens Time team never stopped trying and they always figured it out. They were going to make sure it was right, and they went above and beyond, even working over hours to help us." Hillary mentioned that her support team is very quick to respond to her system inquiries, even urging her to call them directly should she need to.



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Results

Now that Wiard's Orchards has successfully converted to the new Evens Time HCM Solution, payroll processing and timekeeping is completely seamless. Because employee data is integrated and housed in one central location, Hillary no longer relies on manual importing and exporting of information from two separate systems. Wiard's Orchards employees love self-service features including the ability to access their time reports and paystubs, providing Hillary with significant time savings. "Before, employees would constantly ask if I could run their hours report for them. Now I'm saving at least 5 hours a week that I'd otherwise be spending answering questions and running reports that employees can now access themselves," she commented.

Since Wiard's Orchards transition to the new Evens Time HCM platform, Hillary has also been able to cut payroll processing time in half, allowing her to focus on more important tasks that she otherwise wouldn't have had time for before. And a wide range of reporting features offering more comprehensive data allows Hillary to have greater workforce visibility, which is imperative during Wiard's Orchards busy season. Simple and intuitive system navigation allows her to perform tasks quickly and efficiently.

Hillary is also excited now that she only needs one point of contact for everything system-related. She stated, "Before if I had an issue, I'd have to deal with multiple entities. I just wanted to get things resolved quickly. Now I just call one person when I need assistance and it's a huge relief." Hillary also finds the convenience of anytime, anywhere access to the system invaluable. "Now when employees text me that they forgot to clock in and I'm out of the office, I no longer have to make calendar notes. I take out my mobile device and make the time edits right then and there," she said.

Now that Wiard's Orchard made the switch to the new Evens Time HCM Solution, they can't ever imagine going back. When asked if Hillary would encourage other businesses to make the conversion, she said, "I'd highly recommend it. My word of advice is to be patient and remember it's a short-term transition spent on a long-term solution. Now we're dealing with significantly less headaches and more time to focus on initiatives that really matter to us."

Find out how the Evens Time HCM Solution can work for you:

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