XCSS | Tolu Business Services LLC

In a recent industry survey, 57% of payroll service bureaus admitted failure when implementing new payroll software. Most payroll service bureaus choose their software platform solely based on functionality and technical specification. However, software implementation success requires complete training, carefully executed conversion, and immediate access to support resources. Functionality and technical specs are certainly important, but the importance of training, data conversion, and support cannot be underestimated. Bahar Tolu, owner and operator of Tolu Business Services, Burlingame, CA agrees wholeheartedly.

Bahar Tolu
Owner and Operator
Apex Customer

Bahar currently provides payroll and HCM services in the San Francisco Bay area, with clients that span the United States. Tolu Business Services LLC, has been a loyal Apex customer since 2016.

In the Beginning...

Bahar is not a payroll industry veteran but instead entered the world of payroll by way of the mortgage lending industry and considers herself an "operations person all the way". After some 12 years of working as a mortgage industry CFO Bahar went looking for a new business opportunity. Tolu remembers, "I just thought to myself, what about Payroll? I know all the backend functions. Now I could run that business, I just needed the right partner." Bahar was wise to think "partner" rather than just software, and that's when Bahar found Apex.

Building Your Support Network

"From the beginning, the Apex customer service was amazing. You really couldn't ask for better corporate support; Apex was always there when I needed them" Tolu recounts. One story Tolu says she'll never forget, "It was my first full payroll on the Apex platform. I was so nervous. I think I called the Apex support team about 10 times that day! But everyone was so patient and kind with me. I had every complication with that

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first payroll run; everything that could go wrong, it did. But the Apex conversion specialist supported me all day until I successfully submitted the payroll. Even though she was on the east coast and I was on the west coast. I think it was something like 8pm at night for her. That was an incredible feeling to know someone at Apex really cared about me. I will honestly never forget it and that is why I love Apex."

Always Improving

Since implementing Apex, Bahar has continually grown her business by offering clients new technology and expanded HCM services. One area that most companies neglect is the post-implementation audit. In fact, CIO magazine reported that only 20% of companies conduct a post-implementation audit. Three to six months post implementation, talk to you software vendor about conducting an honest assessment of the software and its performance per your initial needs.

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