Brian Bohle

FOUNDER & CEO, APEX SERVICE BUREAU

iCSS|InFocus Payroll

Brian Bohle founded his payroll firm, InFocus Payroll, in 2012. By early 2019, the company had grown to 70 clients. That's when trouble began.

"As my company grew, I became less able to put up with some of the shortcomings of the software I was using," he said. "It had an online portal where clients could log in, but there wasn't much in the way of functionality. Clients were dependent upon me to do so much and the resulting time constraints kept me from being able to grow my business."

That's when Brian made the switch to Apex HCM.

Pain Points

The limited functionality of the software Brian was using was the primary driving factor for switching to a whole new payroll software platform. After vetting multiple leading providers, he chose Apex HCM and quickly set to work moving his client base onto the the new platform one by one. But it wasn't long before the DIY approach he chose over Apex's conversion assistance services proved problematic.

"Implementation is something I take a lot of pride in - switching a new client from his or her previous system to mine," he said. "So at first, I was hesitant to allow Apex to assist with entering my client data, afraid their data entry quality wasn't as good as mine."

It quickly became obvious to that migrating his clients himself was a far more time-consuming undertaking than Brian had expected. It's a common occurrence - and a potentially damaging one.

Statistics show that each minute of downtime can cost the average company between $962 and $17,244. And when it comes to the payroll business, service bureaus can lose 10 to 20 percent of their client base in a time-inefficient or poorly implemented conversion process. But there's another valuable resource at risk.

"One of the biggest fallouts of doing a conversion yourself is losing valuable staff," said Misty Blakesley, Apex's Director of Sales and Account Management, pointing to the stress of learning a new payroll software system while continuing to run an old one, plus the overtime necessary to complete a full conversion of a large client base.

Ultimately, the stress and risk proved a concern for Brian and he reluctantly called in backup.

InFocus Payroll, LLC...

... is an Evanston, IL-based payroll software & service firm dedicated to helping clients fill in the gaps missed by conventional payroll firms. Via InFocus and its affiliates, Brian serves small businesses with expert payroll processing and tax filing as well as consulting on better back-office practices and solutions. He also assists large companies with building and training payroll tax departments.

> " Whether you are a new client, old client, current client, or not even a client at all inFocus is dedicated to providing you with the resources you need to adequately organize and process your payroll. "
>
> - Brian Bohle

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Solution

Apex HCM offers payroll service bureaus three levels of client conversion:

- Assisted Conversion: The Apex HCM Migration Team takes on the task of entering all client employee data and current year history wages into the system.
- Full Service Conversion: Apex HCM trains or assists payroll service bureau staff in creating customized electronic shells that provide a template designed to help streamline the transfer of data from the origin system into the new platform.
- Onsite Conversion: Apex HCM sends a team to complete a full client data conversion at a payroll firm's offices - a popular choice for firms with larger, more complex or niche client bases.

A big believer in the human touch over full electronic control, Brian chose Apex HCM's Assisted Conversion option. With a team already trained in and knowledgeable about the software, Apex HCM was able to migrate up to 10 InFocus Payroll clients a day to the new system - a significant boost from the single client per day that Brian was able to handle on his own.

"When I finally let Apex take over conversion, it was a huge sense of relief," he said. "Constant movement going on every day... It sped things up by months."

Enduring Benefits

For Brian and InFocus Payroll, the benefits of Apex HCM's data conversion service continue long after completion of the conversion project.

"It has cut anywhere between 15 to 20 percent of my time directly servicing clients," he says. Much of that time savings is a result of clients now being able to log into the system and handle far more payroll functions on their own than InFocus's previous software system would allow.

"My clients love being able to enter their payroll anytime they want rather than having to wait for me to release it to them," he said. "Now, there's no delay and far more transparency. Plus, they can add new employees themselves, set up automatic reports, generate and run additional reports when they want and add new employees themselves. And everything is in synch in the same database."

Most importantly: "Now, I can focus on growing my business," Brian said.