

# Payworks Payroll Services

## Real People

Based in Winnipeg, Canada, Payworks Payroll Services is a midsize company committed to providing a superior and flexible payroll solution aimed at building lasting customer relationships.

## Real Networks

At their previous office location, Payworks used a Mitel system, which required employing a full-time person to manage, maintain and integrate new employees to the system. Payworks' existing PBX system was difficult to manage and it did not provide productivity applications and features for end-users. What Payworks needed was a reliable, easy-to-manage VoIP solution that the IT staff could manage without adding headcount, coupled with modern unified communications (UC) features for its employees, while providing a low total cost of ownership.

## Real Value

Payworks set out looking for a solution that was reliable, easy to manage and integrated with Microsoft platforms, offered good post-sales support as well as a high cost-to-benefit ratio.

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## Real People. Real Networks. Real Value.

As a services company operating a large call center, responding to customer calls quickly and professionally is critical to Payworks.



## Real People

With over 35 years of industry experience, Payworks processes more than 24 million pay slips annually. In addition, with offices located throughout Canada, constant and uninterrupted communication is key to daily operations.

## Real Networks

"As a call center-driven company receiving 300-400 calls per day, I can't have my phone system going down," said Kevin Sokolowski, Payworks' vice president of information technology. "A VoIP phone system that was easy for my team to manage with Active Directory was critical. But we also wanted something that would enable the company as a whole to work more effectively."

Ultimately three companies were selected for evaluation – Mitel, Asterisk, and ADTRAN's suite of NetVanta Unified Communications (UC) solutions. Mitel was the incumbent PBX vendor, and Asterisk was an open-source, Linux-based solution while the NetVanta Enterprise Communications Server delivered a Microsoft® Windows®-based UC software solution.

"With Mitel, the cost/benefit ratio was too low to justify the high price," said Sokolowski. "To be frank, Asterisk was an IT administration gong show." Both Mitel and Linux solutions require businesses unfamiliar with either the inner workings of a PBX system or the Linux operating system and Asterisk to invest in substantial professional services to deploy and manage the system. Neither Asterisk nor Mitel could deliver a solution that would meet Payworks' needs.

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Kevin Sokolowski  
Vice President of  
Information Technology  
Payworks Payroll Services

After evaluating the three solutions, Sokolowski's team selected NetVanta Enterprise Communications Server to deliver a VoIP-enabled UC solution that integrated Payworks' multiple office locations, with existing Microsoft applications. Specifically, the NetVanta Enterprise Communications Server delivered Active Directory, and existing third-party hardware with a single low-cost, flexible solution that his team could administer easily. The company selected three main offices to roll out the solution – two in British Columbia and one in Toronto.

Using the NetVanta Enterprise Communications Server solution, Payworks is now experiencing ease of maintenance and integration down the road with Microsoft Exchange Server. Additionally, the integrated visual service builder assists Payworks in building new software-based applications such as customer self-service. The NetVanta Enterprise Communications Server also allows "Just in Time" setup for new hires, which reduces backend costs and time associated with a traditional PBX and improves turn-around for getting equipment up and running. With NetVanta Enterprise Communications Server, Sokolowski's team can deploy a new user in about 15 minutes, a fraction of the two to four hours associated with setting up a user with a traditional PBX system.

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### **NetVanta UC Lowers TCO with Key Changes**

With NetVanta Enterprise Communications Server, Payworks has successfully lowered its total cost of ownership in several key ways. For instance, Payworks is now saving long distance charges with the solution's built-in VoIP capabilities. "Looking at our last phone bill, the long distance charges were about \$1,400 per month so that cost would be saved each month," said Sokolowski. "NetVanta Enterprise Communications Server will eliminate 85-90 percent of our long distance charges." With many businesses looking to cut costs on long distance, and with three satellite offices driving up long distance charges, Payworks determined that VoIP was the right solution.

NetVanta Enterprise Communications Server is also providing everyone using the system with a local extension. Calls are converted to data packets, and then the packets are exchanged like any other data over a LAN. There isn't a "charge" associated with transferring files over a LAN from the phone company, and with VoIP, the same principle applies. This will help Payworks save up to \$16,000 per year, and even more as the company expands and opens new offices.

In addition, Payworks doesn't have to hire another professional to manage the phone system. Anyone in Sokolowski's team can easily manage new employee

activity with the phone system, such as moves, adds and changes, via Active Directory and the NetVanta Enterprise Communications Server. The company estimates that the salary for a full-time employee hired to maintain only the phone system would cost about \$36,000 per year. ADTRAN provided Payworks with a solution that was low-cost upfront, easy to deploy and administer, and one that fit with the resources Payworks already had.

"Price itself was not a factor in our final decision. We bought based on value," said Sokolowski, "Asterisk is a Linux-based solution and we are a Microsoft shop. We would have to hire someone that had Linux knowledge to maintain this system."

### **NetVanta UC Delivers**

"NetVanta Enterprise Communications Server has saved us money without having to compromise on functionality," added Sokolowski.

NetVanta Enterprise Communications Server will save Payworks up to \$52,000 per year in operational expenses from long distance and maintenance, alone. It will also allow Sokolowski's team to spend more time on other business critical projects. With the centralized, single-point administration that NetVanta Enterprise Communications Server provides with Active Directory, Sokolowski's team will save up to one hour for every user, every year. With 100 employees, that saves his team up to 100 hours per year which can be devoted to other projects.

Based on the immediate benefits already resulting from the deployment of the NetVanta Enterprise Communications Server, Payworks plans to extend the relationship and use the company's ODBC-enabled call flow capabilities to build an IVR system. This will allow customers to obtain self-service over the phone. Since the business is call center driven, there are many repetitive calls each day that could be managed/handled by an automated system rather than place the call in a queue to wait for a live agent. "An IVR application will provide quicker response time for the customer and increase productivity for the call center staff. They'll have more time to manage high-impact calls instead of looking up data like status of a check being submitted or remaining balance. That streamlines the business processes and affects productivity for the whole organization," added Sokolowski.

A phone system is a long-term investment for most businesses, and post-sales technical support and service was also very important to Payworks. "I'm very familiar with the after-sales support available from other vendors. I have to tell you, we've been very pleased and impressed with the high-level of service and support from ADTRAN," Sokolowski adds. "The product is excellent, and ADTRAN's after sales service and support has been fantastic. From our account manager, to the implementation and support manager, the only other company that provides this level of support to their clients is Payworks."

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