



A PuzzleHR Case Study: Timecard and Payroll Optimization

INITIAL CHALLENGES

Payroll System Transition: The client was transitioning to a new payroll provider when they engaged PuzzleHR. The system migration created challenges, as the internal team lacked knowledge of the new system and required extensive training. These knowledge gaps created compliance, accuracy, and efficiency risks. Without dedicated payroll professionals, the organization struggled to maintain consistent, error-free payroll.

High Volume of Timecard Errors: The organization faced an overwhelming volume of timecard errors, averaging 10 daily errors necessitating manual correction. Missed punches, incomplete entries, and timecard discrepancies created a significant administrative burden and threatened payroll accuracy.

System Training and Adoption: Employees required comprehensive training on how to properly utilize their new payroll system. Without this knowledge, they were unable to effectively manage their own timecard entries, creating a dependency on the client's administrative staff for basic functions.

Administrative Resource Drain: System transition challenges, payroll knowledge gaps, and high-volume timecard issues created an unsustainable drain on internal administrative resources, preventing the team from focusing on core operations.



Executive Summary:

Our client, a real estate company, approached PuzzleHR for assistance with managing and modernizing their payroll and timecard processes. The company sought to streamline operations while maintaining excellent service for their clients, meaning they needed robust HR infrastructure that could support their business objectives. The client's recent transition to a new payroll provider and their internal knowledge gaps in payroll management and system training created operational inefficiencies and potential risks. PuzzleHR's Timecard Services and comprehensive payroll management solution transformed the client's HR function and allowed them to focus on their business.



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STRATEGIC INTERVENTIONS

Comprehensive Service Implementation: PuzzleHR implemented a complete suite of services including Solved! (HR consulting), Managed Payroll, and specialized Timecard Services.

Daily Timecard Monitoring: PuzzleHR implemented a proactive daily monitoring system that tracked punch exception reports to identify missed punches or incomplete entries before they could impact payroll accuracy.

Standardized Employee Outreach Protocol: A systematic outreach process was established to prompt timecard corrections, including system-generated notifications, emails, text messages, and phone calls, with outreach completed by 4:00 PM CST.

Escalation and Documentation Procedures: PuzzleHR established clear escalation and documentation procedures so unresolved timecard issues were escalated to payroll processors if employees did not respond by the end of the day.

Employee Training: PuzzleHR provided comprehensive system training to employees, focusing on proper system utilization and promoting employee self-sufficiency in timecard management. This training aimed to reduce repeat punch issues and minimize follow-ups.

Reporting and Analytics: PuzzleHR established reporting systems to track open exceptions, resolved issues, and identify habitual offenders. The data-driven approach enabled long-term service improvements and proactive maintenance strategies.

Payroll Process Streamlining: PuzzleHR streamlined the client's payroll operation and eliminated the administrative burden on their internal team by maintaining daily oversight of timecard errors and ensuring consistent, accurate payroll processing.



The PuzzleHR team enabled the company to reduce daily timecard errors by 65%, saving 8 hours per week in correction time.



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RESULTS & OUTCOMES

Reduced Timecard Errors: The client achieved a significant reduction in timecard errors, decreasing to an average of 3.5 errors daily, a **65% reduction in volume** and a fundamental transformation in operational efficiency. The reduction in daily timecard errors resulted in an average weekly savings of 8 hours, allowing employees to focus on essential duties. Since June 2025, PuzzleHR resolved hundreds of punch exceptions, demonstrating the scale of the original problem and the effectiveness of the resolution.

Streamlined Payroll Operations: Implementing daily timecard monitoring and error resolution streamlined the entire payroll process. By maintaining proactive oversight, PuzzleHR eliminated the client's previous reactive approach.

Enhanced Employee Self-Service Capability: Through comprehensive training and guidance, employees became proficient in their new payroll system. The increased self-sufficiency reduced administrative burden.

Improved Payroll Accuracy: Proactively identifying and resolving timecard errors before payroll processing improved accuracy rates, while early error detection prevented costly corrections and maintained consistent payroll schedules.

Reduced Administrative Burden: Transferring timecard monitoring and resolution to PuzzleHR freed the client's internal admin team to focus on their core responsibilities, improving organizational productivity.

Compliance and Documentation: Outreach attempts were systematically documented, ensuring compliance requirements were met and providing a transparent resolution process, creating accountability.

Data-Driven Process Improvement: Implementing comprehensive reporting enabled the client to identify patterns in timecard issues, supporting long-term process improvements.

Successful System Transition: PuzzleHR successfully managed the client's transition to a new payroll provider, providing necessary training and support to ensure seamless adoption.

PuzzleHR successfully transformed our client's payroll and timecard management from a reactive process to a proactive one through our comprehensive service offerings. PuzzleHR's daily monitoring approach proved highly effective, resolving hundreds of timecard exceptions. The team successfully navigated a complex payroll system transition, building a robust HR infrastructure and self-sufficiency in employees. The combination of training, guidance, and proactive approaches to payroll and timecard management created lasting organizational capability that supported the client's operational objectives.