



# A PuzzleHR Case Study: UKG

## Three Systems, One Solution

### THE PUZZLE

Our client, a growing medical billing company, approached us with a large disruption in their payroll department. Their experienced payroll administrator was retiring, leaving a critical knowledge gap. At the same time the organization was acquiring two new entities which were in different states, had different pay frequencies and were processing payroll on a different HCM system than their new parent company.

Short on time and faced with an increasingly complex task, the client needed a partner who could step in and efficiently navigate the process of consolidating three separate processes into one cohesive system.



### THE SOLUTION

PuzzleHR's payroll team recognized the urgency and complexity of the situation and took a comprehensive approach. They began with seamlessly assuming responsibility for the parent company's payroll processing, ensuring there would be no disruption during this transitional period.

In order to optimize the client's payroll process, the PuzzleHR team documented and audited the company's standard operating procedures. They identified opportunities to streamline workflows and eliminate ineffective practices, saving the client time and increasing efficiency.

After thoroughly analyzing the client's two new acquisitions, began the process of integrating all payroll operations onto the UKG platform with the parent's payroll creating one unified experience. The PuzzleHR payroll team developed a plan to standardize pay frequencies across all entities and migrate everything to UKG. The team managed all aspects of the migration, including transferring historical documents and data from legacy systems into the new UKG platform.

Beyond operational improvements, PuzzleHR delivered substantial financial benefits. The retiring payroll administrator earned approximately \$120,000 annually, and the investment PuzzleHR's Managed Payroll Solution cost a fraction of that. The company also avoided the typical costs associated with hiring a replacement, around 30% of the previous employee's salary, or \$36,000. PuzzleHR also eliminated the time, effort, and potential costly errors associated with training a new hire on a complex payroll process during a transition period.

Our client now operates with confidence, knowing their payroll infrastructure can scale with their ambitions while maintaining the accuracy and reliability their business demands.