

# CASE STUDY

## Roberts Tool & Supply Co. Selects iSolved for Superior HCM Platform and Excellent Customer Service

### At a Glance

#### Roberts Tools & Supply Co.

This private business is based out of Elmwood Park, New Jersey and supplies tools, service parts and accessories to its customers from over 50 manufacturers. After several issues with the company's former payroll provider, Roberts Tool & Supply decided it was time to find an HCM platform that provided better customer service. It was also imperative that the implementation process be quick and easy. After a recommendation from another iSolved customer, Roberts Tool & Supply Co. made the transition to iSolved to fulfill its payroll needs.



### The Problem

Jan Wickert, Controller at Roberts Tool & Supply, used the company's former payroll and HR service for eight years. According to Wickert, the relationship started out fine, but an array of problems arose as time went on. "I was not getting the customer service support that I needed," Wickert said. "No phone calls back, emails were delayed in getting back to me, they were constantly changing my customer service rep, and I just felt like I was a number instead of a person." However, Wickert was wary of changing platforms due to the problems that typically come with transitioning and implementation.

### The Search Process

Selecting a new provider was a fairly simple process for Roberts Tool & Supply as they put their stock in the recommendation of a trusted friend and business colleague who raved about his experience with iSolved. Longing for the one-on-one customer service that he described, Wickert decided to go for it—and she's glad she did.

"I knew it would be a transition that I hated to make, because I know the work involved in changing payroll companies," Wickert said. "But iSolved really made it very easy for me. The implementation department was fantastic. They really were great."

### Why iSolved?

A quest for excellent customer service was, hands down, the top reason for Roberts Tool & Supply's decision—and they found it right away with iSolved. The implementation department was a huge contributor to Wickert's comfort level and the smooth transition to iSolved's HCM platform. She was impressed that what could have been a very time-consuming process was much simpler than expected, only taking six weeks.

Now up and running, Wickert especially loves the ability to stay on top of time and attendance management.

🗨️ **Through Wi-Fi, I can look at the clock daily on my computer, which I wasn't able to do before. Now, I can see if anyone missed a punch or if anyone was out and I was unaware of it and what it was for. It's easier to keep track of what's going on daily rather than trying to figure it out on payroll day.** 🗨️

A user-friendly platform that makes human resources tasks easier, backed by attentive customer support, has enabled Wickert to manage her new payroll system confidently, efficiently and without hassle.