

CASESTUDY

InCase Designs

Customer Service Makes All the Difference



Background:

InCase Designs develops solutions that are centered on innovation and performance to help meet the evolving demands of today's creative individuals. The company's unique focus on product design allows them to create a range of consumer goods specifically designed to protect and secure technology, including computers, smartphones and tablets. Their wide range of products include everything from bags and sleeves to cases and mobile power options for nearly any computer or mobile device.

Problem:

When InCase Designs began their search for a payroll partner in May of 2011, they recognized the need for a functional, service-oriented solution to help manage the many jobs facing their HR director. That meant more than just managing payroll, benefits and 401(k) issues, but it also meant addressing things like employee relations, recruiting, and more importantly, risk management for a team of more than 60 employees.

Solution:

After evaluating their needs, InCase Designs decided on Sentric and its SentricPayroll solution. With SentricPayroll, InCase Designs would now have a valuable form of risk management that works with their benefit and time keeping systems, as well as a dedicated service representative available to answer any questions that might pop up. In addition, the easy-to-use solution would also provide the HR director with a range of reports to track and analyze data.

Results:

The combination of SentricPayroll and its dedicated service model provides InCase Designs with the necessary resources to tackle everyday tasks. Thanks to the single point-of-contact service, a Sentric representative can not only handle any issue InCase Designs send their way, but also proactively calls before an issue may arise. "Our representative will call me just to let me know someone's PTO accrual changed. With past vendors, no one even noticed if I accidentally ran a double payroll. That's the difference," says Meghan Stewart, Human Resource Director



We don't even consider another payroll vendor because of our client service representative, Joan. She calls just to let us know the payroll deadline is approaching and that's the kind of added comfort that is irreplaceable."

Meghan Stewart, Human Resource Director