



# A dynamic payroll solution simplifies operations

The Buffalo School District is regarded as one of the premiere urban school systems in New York State. Serving 34,000 students in nearly 70 facilities, the district strives to bring exemplary teaching practices and unparalleled opportunities to its diverse student population.

## Engagement at a glance

- ✓ Manage all records, tax forms, and payroll processes for 250 employees
- ✓ Total payroll of \$2.5M was handled
- ✓ Implemented a technology solution to enhance the overall employee experience
- ✓ Fulfilled all state and Federal tax and payroll requirements
- ✓ Maintained 98% invoicing and billing accuracy
- ✓ Assigned a dedicated team to offer 24x7x365 support
- ✓ Standardized process for on-/off-boarding
- ✓ Improved workflow and reporting structure
- ✓ Provided a significant cost saving, approximately 6%

## The Challenge

Due to increased headcount in non-permanent staff, The Buffalo Public Schools (BPS) has had numerous issues related to payroll and timekeeping process, invariably causing inefficiency. Such non-permanent staff included the following:

- Non-public school instructional service providers
- Seasonal and program-specific youth interns/service providers
- Parent Liaison

HR related tasks were taking up a huge amount of their time while increasing cost, so BPS decided to bring in a third-party payroll vendor to take time-consuming tasks like paycheck processing, deductions, taxes and time & attendance off their plates.

## The Solution

After the initial kickoff meeting with BPS stakeholders, while identifying BPS service preferences, TSCTI realized the service gaps that existed in current program. As a part of our solution, TSCTI offered its timekeeping system, "OfficeClip" along with a dedicated training and service delivery team for seamless onboarding and transition support. TSCTI customized the overall program after identifying BPS requirements for ordering, approvals, screening, invoicing, reporting, orientation, safety, and problem resolution. A dedicated billing specialist was appointed to ensure billing accuracy and to streamline communications and relationships with the BPS team. TSCTI serves BPS by assuming all of the employment liability for the worker, including payroll, related tax and insurance payments, and processing while ensuring compliance with Federal and State laws.

## Outcomes and Benefits

- Implemented a customized payroll program by introducing automated payroll and timekeeping systems.
- Added simplicity to the process by assigning a dedicated team of payroll experts who has the ability to providing support from the input of data till the output.
- Delivered payroll with 98% accuracy within agreed SLA through a robust payroll engine.
- TSCTI's portal allows employees to choose the reimbursement components and equidistantly takes care of the salary structure and help's keeping it simple.
- Improved overall quality of service, and greatly helped BPS in removing payroll processing from their task list.