

**FIFTH THIRD BANK**HR and Payroll powered by **Paycor**Not for Client Distribution
(Internal Only)

1 CHALLENGE

HKT Teleservices, a client of Fifth Third for over 10 years, faced a soaring employee turnover problem and a burdensome administrative process, due in large part to an inefficient onboarding solution. A new CFO came in to dramatically improve efficiencies, and their disconnected HR platform and felt significantly oversold and under-supported by ADP.

2 SOLUTION

Rachel Ross, a Fifth Third Commercial Relationship Manager, recognized HKT's challenges and worked closely with their new CFO to transform their business. Rachel proactively introduced HKT to her local Paycor partner, Paul Sapp. Rachel knew that Paycor's HR and payroll solutions would be a value add for her client, citing Paycor's expert thought leadership, award-winning technology and unmatched customer support.

Paycor's ability to provide connected solutions, eliminate manual administrative tasks and provide dedicated support convinced HKT to make the switch.

3 RESULT

HKT now utilizes a complete, scalable payroll, HR, onboarding, time & attendance and applicant tracking system that meets the needs of their growing business while having a customer support team to ensure satisfaction and confidence.

Additional benefits include:

- Comprehensive payroll solution to support their staff through all stages of the employee lifecycle
- Paycor's Onboarding solution helps engage and connect with new hires and reduce turnover
- Paycor's time & attendance solution makes labor management both time and cost effective. Our solution allows them to create schedules, manage requests and stay on top of labor distribution

Value to Bankers: Fifth Third Bank provided more value to their client by referring an HR and payroll partner capable of solving major business challenges that limited their ability to manage growth.

Additional benefits include:

- By introducing more bank sponsored solutions at the right time, HKT is a committed Fifth Third bank customer
- Preferred pricing when customer fund their payroll through a Fifth Third Bank business checking account.
- By referring a trusted partner, Fifth Third bankers help clients manage growth and increase productivity

4 Essentials a Bank Provides Their Business Customers



KEY LEARNINGS

- Stay up to date on your Paycor partners' email to uncover new opportunities
- Join your Paycor partner on client visits and invite them to attend your appointments
- Ask how your clients are managing their most valuable resource, their employees