



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 10 years, faced a soaring employee turnover problem and a burdensome administrative process, due in large part to an inefficient onboarding solution. HKT's executives were frustrated by their disconnected HR platform and felt significantly oversold and under-supported by ADP.

## 2 SOLUTION

Rachel Ross, a Fifth Third Commercial Regional Manager, recognized HKT's challenges and worked closely with their new CFO to transform their business. Rachel knew that Paycor's technology, expert thought leadership and customer support would be valuable for her client, so she introduced HKT to her local Paycor partner Paull Sapp.

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:***

- With more bank-sponsored solutions, HKT is a committed Fifth Third Bank customer
- Preferred pricing for accounts funded through Fifth Third
- By referring a trusted partner, a Fifth Third banker helped a client 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