

## Finding a partner with the same set of values led the Detroit Zoological Society to Paycor.



**Robert Schumaker, Director of Finance**

“When we evaluate partners, it’s important to find someone with the same cultural fit as our organization. *Paycor treats us as a partner, not a client.*”

### Why the Detroit Zoological Society Left Their HR and Payroll Provider

The Detroit Zoological Society (DZS) is a renowned leader in humane education, wildlife conservation, animal welfare and environmental sustainability. A staple in the Detroit community for 91 years, the DZS employs up to 500 workers during peak season to serve thousands of visitors each year. **But when their previous provider failed to deliver responsive and accurate customer service, they sought a new solution.**

#### Prior to Paycor

**Instead of receiving a dedicated contact for support, the DZS was sent to a help desk where they often received different answers to the same question.** Their HR systems were not integrated and when changes were made to employee information, the edits failed to automatically update in payroll. As a result, administrators lacked confidence in the data and were forced to institute internal checks to ensure accuracy. Onboarding involved printing binders for each employee and collecting stacks of paperwork.

#### With Paycor

**Any time questions arise, the DZS has a dedicated service representative who knows their organization and can respond to their needs.** Paycor also offers a product help desk, giving administrators the peace of mind that they are working with a knowledgeable expert when they call with questions. With high hiring volume, the DZS depends on Paycor’s Onboarding solution to capture documentation and store it in one location that is always accessible. Hours spent auditing data have been eliminated, allowing staff to devote more time to serving their mission.

#### Challenges

- Inconsistent customer service
- Disparate systems
- Inaccurate HR data
- Multiple log-ins for users

#### Solutions & Key Features

- Dedicated customer service team
- Single sign-on
- Unified customer experience
- Electronic onboarding solution
- Accurate employee data

"We would need a much larger HR team to manually onboard new hires without Paycor."

—Robert Schumaker

## Single Source of Truth

With one single source of truth for all employee data, the Detroit Zoological Society never has to switch platforms, log-in to multiple systems, re-key information or open multiple spreadsheets. Changes to employee information update in real time, so the DZS never has to wait 24 hours to view accurate data.

## Dedicated Expertise

Paycor's dedicated team approach to customer service gives the Detroit Zoological Society access to product and service experts that are familiar with their organization.

## Intuitive Design

The Detroit Zoological Society's previous HR and payroll systems looked very different from each other. Now with Paycor, each solution from HR to Onboarding looks and feels similar, offering users a more modern user experience.

"Working with Paycor has been an absolute dream. If we ever run into a problem, we have one number to call. Our employees are confident in the answers they receive because we're partnering with true experts."

—ROBERT SCHUMAKER

**The Detroit Zoological Society partners with Paycor to recruit, onboard, pay and retain their workforce.**

- Onboarding
- HR
- Time & Attendance
- Payroll
- Reporting

