

## CUSTOMER STORY: Legal Industry

### Legal firm Morrison & Foerster enjoys superior service, ease-of-use and powerful customization with Ascentis solutions

Morrison & Foerster is a global legal services firm, with offices in the United States, Europe and Asia. Areas of legal expertise include finance, life sciences and technology. Morrison & Foerster has been using Ascentis Payroll (formerly EBS Online) since 1985, and purchased the Ascentis Employee Self-Service module in 2007.

Ascentis Payroll is a Web-based payroll system that supports payroll processing in real-time, ensuring accuracy, flexibility and control. Live processing and instantaneous auditing means processing time can be drastically reduced. Because of its on-demand processing capabilities, Ascentis Payroll frees clients from batch uploads and transmission windows.

Ascentis interviewed Terry Cooper, Morrison & Foerster payroll manager, about her experience with Ascentis products and services.

#### Service makes the difference

**Ascentis:** Are there aspects of Ascentis Payroll that stand out as exceptional to you?

**Cooper:** What we appreciate the most is the responsive attitude of the customer service team and the product functionality as well. For example, we can create custom reports and processes that generate deliverables unique to our business. We can run payroll whenever our business needs require and we don't have to manage to an arbitrary schedule. Even if the payroll is delayed (by our internal deadline) by an hour, Ascentis easily makes the accommodation without penalties.

#### Easy functionality is critical

**Ascentis:** Is Ascentis Payroll easy to use?

**Cooper:** Yes. One example is the custom screen in the Masterfile. Custom screens are easy to build and allow us to track unique data with the labels that are meaningful to us. Another valuable feature Ascentis offers is the ability to preview the pay-check detail

prior to finalizing the payroll. This enables us to ensure the checks are accurate before they are created. Ascentis also makes it easy to run on-demand checks.

**Ascentis:** Does Ascentis Payroll help you manage data in unique ways?

**Cooper:** One of the most important capabilities is the ability to customize fields during the import of data from our HRIS system. We worked closely with the customer service team at Ascentis to design a solution that fit our business model. This saved us from having to do double data entry and eliminated the risk of errors.

#### Employee Self-Service saves time and resources

**Ascentis:** Why did you decide to implement Ascentis Employee Self-Service (ESS)?

**Cooper:** As a global firm, we wanted a Web-based solution to provide our personnel with a secure, efficient way to view and/or print their pay information, including W-2's, whenever they wanted, regardless of where they may be located. This change added value in other ways for our firm such as reducing the administrative effort in distributing pay stubs, providing duplicate pay stubs or W-2's, and postage.

It just made sense to invest in a system that would eventually pay for itself in time and resources saved. Self-service benefits more than offset the cost. And, that also helped us with our "going-green" initiatives.

**Ascentis:** What has been the employee reaction to ESS?

**Cooper:** Employee feedback indicates that they appreciate having payroll information available 24/7. We configured the system so that all employees are automatically "opted-in" to receive paystubs and W-2's electronically. If they want to continue receiving paystubs in the mail, they have to proactively activate that feature. This configuration encourages

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our personnel to use resources more wisely, and minimize paper waste. We appreciate that Ascentis ESS continues to evolve and listens to our feedback and suggestions.

### Integration makes data management easy

**Ascentis:** How well does Ascentis Payroll work with your HR solution?

**Cooper:** It works well. Data entered into the HR system is updated in Ascentis Payroll via an interface. Audit reports are available to enable us to review all changes to the payroll.

### Working closely to solve a unique problem

**Ascentis:** Has Ascentis Payroll been able to create unique functionality for your organization?

**Cooper:** Yes. One of our challenges has been that the “vanilla” employee paystub format isn’t really meaningful to our partners, who are also owners of

the firm. Some of the standard information provided to an employee is not applicable to a partner.

Ascentis is currently developing a customized solution with our collaboration. Partner paystubs will display alternate fields of information, organized by subgroups within payments and deductions. We will also be able to use longer, more descriptive and meaningful field descriptions, which will enable the partner to readily understand the payment or deduction which has been processed.

These specifics are important to business owners and they will appreciate the level of detail that we will be able to provide in a user-friendly manner.

**Ascentis:** Any final words about Ascentis Payroll or employee self-service?

**Cooper:** Ascentis continues to be responsive to our business needs and provides our firm with excellent service.

**Ascentis:** Thank you, Terry.

For more information about Ascentis payroll and HRIS solutions, call 1.800.229.2713, visit [www.Ascentis.com](http://www.Ascentis.com), or e-mail [info@ascentis.com](mailto:info@ascentis.com).