

Nationally Known Winery Experiences Real-time Payroll Processing and Superior Customer Service with Ascentis Payroll



Sutter Home Family Vineyards®, (Sutter Home Winery) located in Napa Valley, CA, was founded in the late 1800's and has always produced quality wines at reasonable prices. The Trinchero family purchased the winery in 1947 and has pioneered many industry innovations over the past half century. Continuing the tradition of producing good wines at a fair price, Sutter Home Winery offers a full selection of red, white and blush varietals.

As Sutter Home Winery increased its share in the marketplace, they needed a payroll solution that would keep up with their employee and consumer demands.

Sutter Home Experiences Payroll Processing Challenges

Sue Brooks, payroll manager for Sutter Home Winery, had been using a nationwide payroll solution, but was dissatisfied with the vendor because of the lack of flexibility, the amount of time it took to process payroll, and the poor customer service. "With our previous payroll vendor, we were not able to review and make last minute changes and additions before transmitting, so we had more cleanup to do once the payroll processing was completed." When Sue would contact the technical support department, she would get a different customer service representative every time. "We would end up having to repeat our problem or request numerous times. Even then we would have to wait for an answer, which was a problem when we were in the middle of processing payroll."

Communication between the payroll department and managers and employees was strained because of the difficulty of running reports and because simple information was unavailable on an employee's paycheck. In exasperation Sue stated, "The report writing tool was not intuitive. I would either have

to pull multiple standard reports and put them into an Excel spreadsheet to manipulate the data, or I'd have to have our vendor create the report for us. Either way our company was losing money, whether it be the time it took to manipulate the reports or being nickel and dimed by our vendor."

Because the vendor did not offer the ability to put additional information on employee paychecks, the payroll department received numerous calls after checks were delivered. "We would receive about half a dozen calls per day with various questions," says Sue. "We were not able to provide the level of customer service to our employees that we would have liked to because of the payroll program we were using."

When Sue heard about Ascentis® Payroll, it was a welcome relief. Ascentis Payroll is user friendly, flexible, cost effective, and fully backed by dedicated customer service representatives. "Saying that Ascentis Payroll is user friendly is an understatement," comments Sue. "Processing payroll is a snap because it is in real-time and can be run at anytime. And, we are able to run a near perfect payroll every time."

Sutter Home Winery Processes Payroll in Less than 24 Hours with Ascentis Payroll

Sutter Home Winery experiences the flexibility and ease of use of Ascentis Payroll by being able to process payroll for 660 employees in less than 24 hours. This includes synchronizing all of their interfaces, journalizing changes, calculating and reviewing, and printing checks.

The biggest difference between Ascentis and other payroll companies is the customer service. "With Ascentis we have a dedicated service representative who is familiar with our setup and needs, who is well-trained and knowledgeable about all aspects of the payroll system, and who responds to our calls or emails in a timely manner. Ascentis listens to their clients and is continuously updating the system with new standard reports, new fields, updating fields as the laws change, and reformatting screens for better appearance," says Sue.

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Nationally Known Winery Experiences Real-time Payroll Processing and Superior Customer Service with Ascentis Payroll, Cont.

The payroll department has been able to improve Sutter Home Winery by lowering overhead costs and providing faster service to employees and managers. Sue states, "The fees for Ascentis Payroll are very cost effective. If you compare our monthly fees today, to the amount we were paying to our old vendor prior to 1995, we are paying less even with a tripled employee count."

Sue can now provide managers with on-demand reports and is able to print the information requested on employee checks. She estimates that this flexibility has saved her two hours for every five employees' questions.

Ascentis Payroll: Best in Overall Value

When asked about her overall experience with Ascentis, Sue exclaims, "There is no doubt in my mind that Ascentis is the best payroll service around. It allows you to have full control over your payroll, yet you have well-trained customer service representatives and technicians to support and assist you when you need them.

"Any request I have asked of them, from as simple as setting up a new pay code to programming a complicated general ledger interface, they have been able to accomplish, and in a timely and cost effective manner. With Ascentis you get a service that is state of the art, sophisticated yet very user-friendly, and far above any other system that I have used."

For more information about Ascentis HR and payroll solutions, call 1.800.229.2713, visit www.Ascentis.com, or e-mail info@ascentis.com.