



# **EANE Payroll Services Survey**

## **Conducted August 2017**

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Payroll Services Survey

Q1 What is the name of the payroll service you are currently using?

Answered: 101 Skipped: 22

	NOT SATISFIED	SOMEWHAT DISSATISFIED	SATISFIED	SOMEWHAT SATISFIED	VERY SATISFIED	TOTAL
ABRA - In-house	0.00% 0	0.00% 0	0.00% 0	50.00% 1	50.00% 1	2
ADP	5.00% 2	12.50% 5	27.50% 11	37.50% 15	17.50% 7	40
Bamboo	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Ceridian	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
Checkwriters	0.00% 0	0.00% 0	10.34% 3	10.34% 3	79.31% 23	29
Complete Payroll Solution	0.00% 0	0.00% 0	25.00% 1	0.00% 0	75.00% 3	4
Fidelity- HRAccess	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1
Insperty	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Intuit	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

## Payroll Services Survey

NetPay	0.00%	0.00%	0.00%	0.00%	0.00%	0
	0	0	0	0	0	0
Paychex	0.00%	25.00%	16.67%	16.67%	41.67%	12
	0	3	2	2	5	
PayCom	0.00%	0.00%	50.00%	50.00%	0.00%	2
	0	0	1	1	0	
Paylocity	10.00%	10.00%	0.00%	20.00%	60.00%	10
	1	1	0	2	6	
PeopleSoft	0.00%	0.00%	0.00%	0.00%	0.00%	0
	0	0	0	0	0	0

#	OTHER (PLEASE SPECIFY) AND INDICATE LEVE OF SATISFACTION	
1	NEPS - Very Satisfied	
2	Advantage payroll, division of Paychex very satisfied	
3	Heartland Payroll Solutions (Ovation ) Very Satisfied	
4	Ultipro - Satisfied	
5	The "upgrade" to the latest version has noticeably slowed down payroll processing.	- ADP
6	Long wait times for calling into customer service in seeking assistance	-ADP
7	UltiPro (Ultimate Software) - Very Satisfied	
8	Universal Payroll - Somewhat Satisfied	
9	We use our ERP system , Ellucian Banner for in-house payroll. Cumbersome system, payroll processes are fairly simple, lots of manual processes, do not use time & attendance, so very inefficient. All software updates/testing must be done by IT & HR, so that makes things very complicated and time consuming.	
10	Adirondack Payroll	
11	ETS-OK not scalable-switching to Complete Payroll Solutions	
12	Very satisfied with payroll...not so much with HR module. Changed from ADP in March 2017 mainly over customer service - very frustrated with case numbers and never being able to talk to the same person (you have to wait to have them read your entire case before anyone can help).	- Paychecks
13	Dissatisfaction has been due to level of customer service response and frequent accuracy issues. We ARE a complex structure (14 company codes).	- Paylocity
14	Applied (our worker's comp company-it's required that we use their PR for having their insurance) - they are horrible!	
15	Currently with Paylocity, but switching to Paycor 10/1/2017.	
16	Sage Payroll Service / Somewhat Satisfied	
17	Paycor - Not satisfied currently reviewing options	
18	CSC Paymaster	
19	MassPay/Isolved	
20	Infor - done in house - Not satisfied	
21	Significant issues with the upgrade, slow customer response time	- Paycom
22	Peachtree In house - somewhat satisfied	
23	Wells Fargo	
24	they are difficult to deal with regarding direct deposits	- Paychecks
25	Adirondak - small local company Somewhat Satisfied	
26	Universal Somewhat Dissatisfied	

## Payroll Services Survey

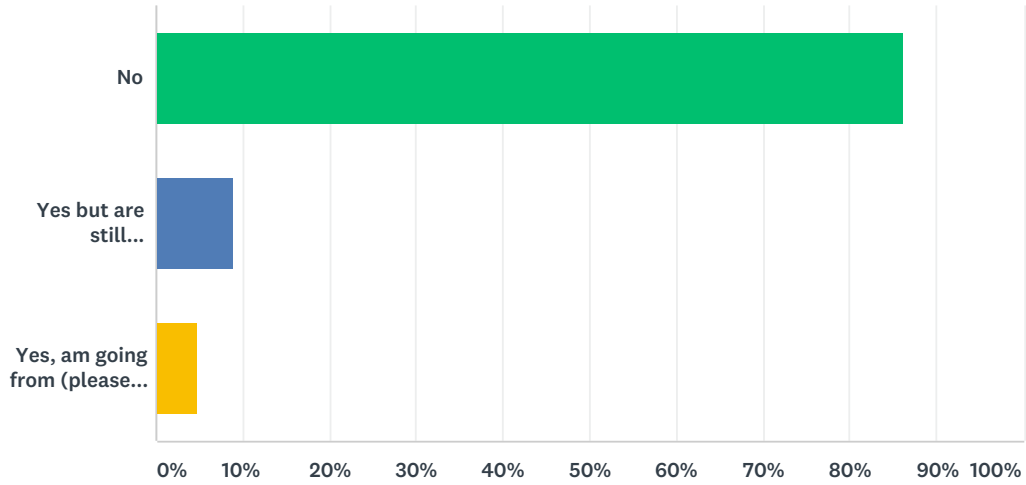
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27	Been with Checkwriters since 1990.....very satisfied
28	Paycor, Somewhat Satisfied
29	Adirondack Payroll Services
30	Reporting is awful. - Checkwriters
31	MPAY - very satisfied

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## Q2 Are you considering changing payroll providers in 2018?

Answered: 123 Skipped: 0

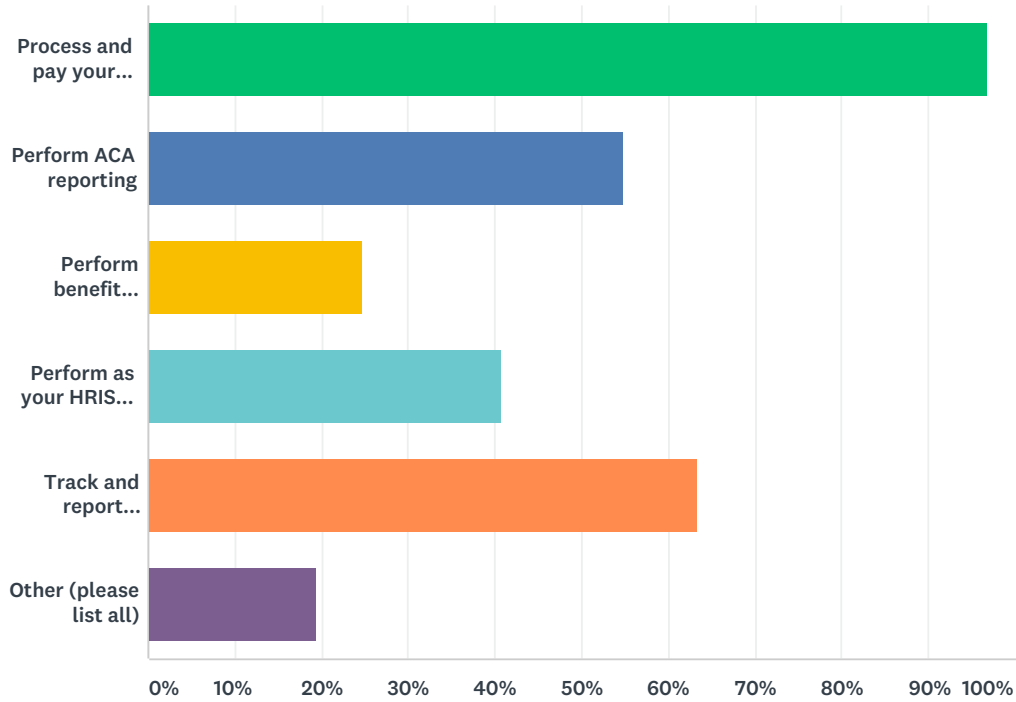


ANSWER CHOICES	RESPONSES	
No	86.18%	106
Yes but are still researching choices	8.94%	11
Yes, am going from (please provide name) to (please provide name)	4.88%	6
<b>TOTAL</b>		<b>123</b>

#	YES, AM GOING FROM (PLEASE PROVIDE NAME) TO (PLEASE PROVIDE NAME)
1	ADP to Ultimate Software
2	Complete Payroll Solutions
3	From Paylocity to Paycor
4	We are close to making a decision to move from Paycor go with Workday. Several of our locations have used ADP and it has worked well for payroll processing.
5	paychex to Lucier CPA
6	Ultipro

### Q3 Do you use your payroll service to (check all that apply)

Answered: 93 Skipped: 30



ANSWER CHOICES	RESPONSES
Process and pay your payroll taxes	96.77% 90
Perform ACA reporting	54.84% 51
Perform benefit reporting (Policy adds, drops, changes)	24.73% 23
Perform as your HRIS system	40.86% 38
Track and report vacation, PTO or other paid time off benefits	63.44% 59
Other (please list all)	19.35% 18
Total Respondents: 93	

#	OTHER (PLEASE LIST ALL)
1	Simple IRA - ER portion tracking. Job costing reporting
2	We also use ADP's Recruitment Module to track applicants for employment
3	Time and Attendance, General Ledger Interface, HR and Benefits w/ACA
4	timecard processing too- employees clock in and out with the ADP system
5	HR consulting & documentation assistance, Administer unemployment reporting, Administer COBRA, New-hire background screening, Assist with drug testing program
6	We also use it to track our training
7	Applicant Tracking, AAP Reporting
8	timesheet submission
9	still new to Paychex and learning what we're paying for

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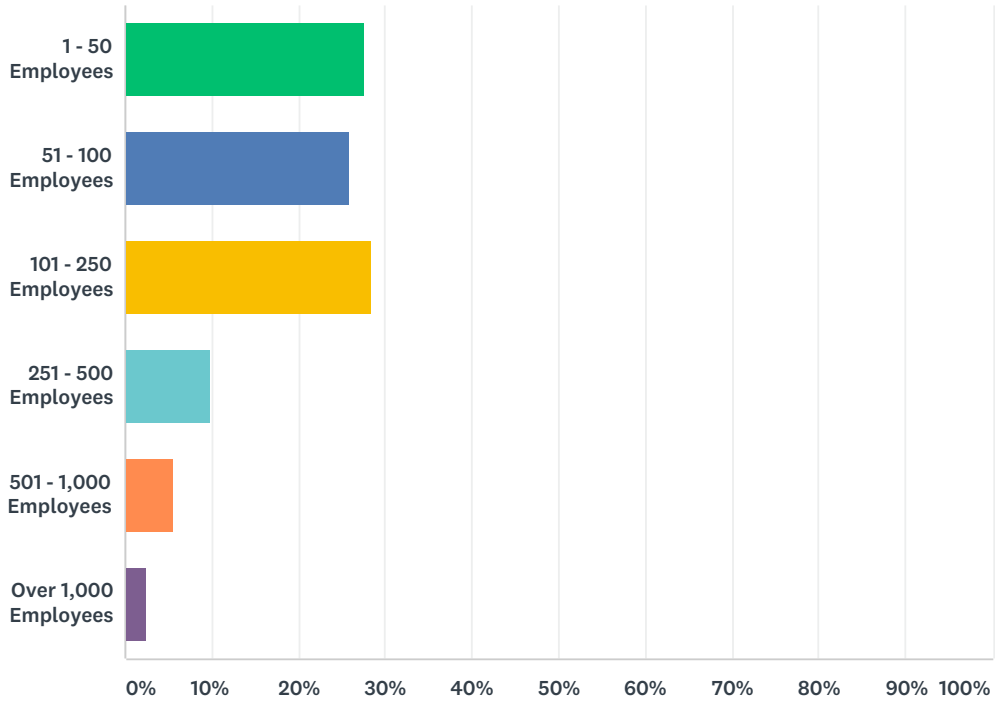
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10	Performance management, compliance, documentation acknowledgements
11	currently Applied simply processes our PR checks but I plan to use a new company to do everything possible!
12	401(k)
13	We have grown and need a full HCM or HRIS system and not a payroll system with those features added on.
14	We use a payroll service ONLY to process payroll taxes, all else done in house
15	Time and Attendance, Self Service, Time Off requests,
16	Section 125
17	"Job Cost", breakout wages by department
18	Performance Reviews and Talent Management

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## Q4 Roughly how many individuals do you employ?

Answered: 123 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - 50 Employees	27.64%	34
51 - 100 Employees	26.02%	32
101 - 250 Employees	28.46%	35
251 - 500 Employees	9.76%	12
501 - 1,000 Employees	5.69%	7
Over 1,000 Employees	2.44%	3
<b>TOTAL</b>		<b>123</b>