Customer Story: Canadian Tire – S187 Whitby South

Scalable support and peace of mind for teams of all sizes

June 2022

Payworks

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Canadian Tire – S187 Whitby South

Overview:

Client: Canadian Tire – S187 Whitby South

Location(s): Whitby, ON

# of Employees: 100+

Payworks Solutions: Payroll (since 2022), Employee Self Service (since 2022)

The Client

As one of over 500 Canadian Tire locations across Canada, S187 Whitby South serves the almost 140,000 residents of Whitby, ON. Canadian Tire has been a coast-to-coast household name for 100 years, proudly offering products aimed at Making Life in Canada Better.

The Challenge

When Associate Dealer Kim Melanson moved to Ontario in October 2021 to assume responsibility for S187, she inherited a thriving team of 100+ employees - over double the size of the teams at her two previous Canadian Tire locations.

In the past, Kim and her administrative group had relied upon in-house payroll software to manage payroll - a process that Kim recalls with a laugh as being "excruciatingly manual." As she says, "Because the software was a standalone solution, the capability started and ended with what you put into and took out of it. There was no remittance capability in terms of taxes or worker's compensation. There was no integration in terms of dispersing paycheques or paystubs. You're uploading and transferring all sorts of files to all sorts of different places, for everything from bank transfers to journal entries."

After only a couple months of working with double the staff (and therefore managing double the administrative headaches), Kim knew that S187's current payroll processes weren't scalable or sustainable. They needed a simple, integrated solution with well-trained support available as backup… and they found exactly that in Payworks.

> *The single most important thing that we do as business owners is pay our people and our taxes. As Associate Dealers, our business acumen is strong and we know how to operate a store and lead people, but we may not be as savvy with payroll processes and tax remittance. The investment in Payworks is beyond worth it to free yourself from the administrative mud. I just wish I'd started using Payworks sooner.*

The Solution

Saving money by saving time

While Kim knew it was time to make a change, she was initially hesitant about adding a new cost to her ledger - particularly as a business owner still navigating a pandemic. However, she was not only pleasantly surprised by Payworks' low cost; she immediately found the cost recouped and more in the time saved for her team.

"As a business decision, it made complete sense," Kim explains. "It was basically a full salary to manage payroll, because 90% of [my staff member's] time was spent on payroll and associated processes. Now, that same 90% of time is spent on more useful, value-adding projects within the business. From a P&L perspective, a full-time salary versus the cost of running Payworks isn't even close. There's no comparison."

Getting comfortable

Kim was pleased to find the Payworks onboarding process "seamless" - an experience she not only enjoyed for S187, but which gave her confidence for the future. As she explains, it's not uncommon for Canadian Tire Associate Dealers to move to different stores (case in point: S187 is her third location).

"If we were to move to another store and there was a different payroll provider in place, I wouldn't hesitate to go ahead and transfer to Payworks again," she says. "The level of support and the ease I've experienced would take any fear out of that transition should we move again."

Breathing easier

Once she was up and running with Payworks, Kim reports that "the sleepless nights are gone, which is lovely."

While she certainly enjoys specific features - the Pay Grid View that allows her to immediately see who's being paid overtime (rather than spending time going through time cards one by one) is a particularly big hit - it's the intuitive nature of the whole solution that has her breathing easier. "Ironically, the service-level support we were lacking with our previous software hasn't ended up being all that necessary because Payworks' program is so easy to use," she says. "But any questions we've had have certainly been answered quickly and clearly."
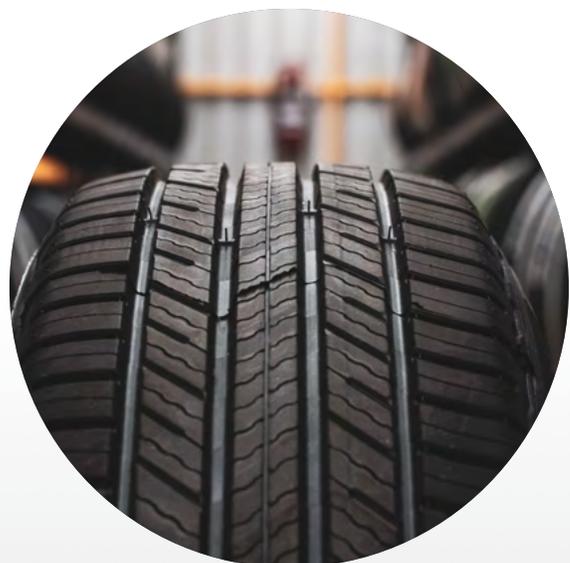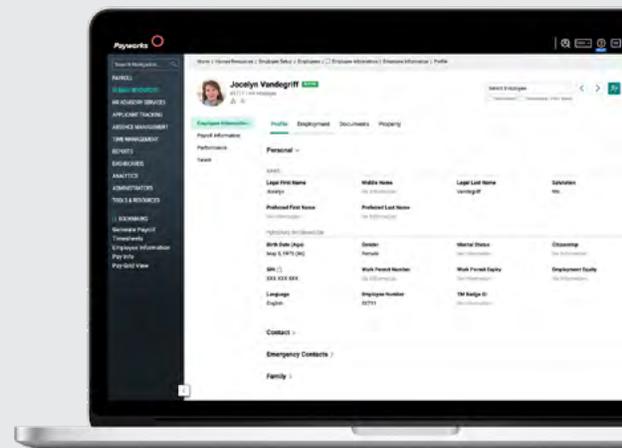
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The knowledge that payroll is accurately taken care of at the end of the day allows Kim to focus her attention elsewhere in the business. "I know that, once we get that payroll finalized, everything is done," she says. "We don't need to worry about dealing with the bank. Everything is integrated so you don't have to worry about payroll errors that you'll need to go back to address. I even get an email reminder on Thursday prior to payroll on Friday if there is something I need to take a closer look at. Ultimately, my time is freed up to work on processes that are more critical to my business."

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This is the peace of mind and opportunity to invest in growth that Kim wants for every business owner, within the Canadian Tire family or otherwise. "I just want to scream it from the rooftops," she laughs.

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