



# Customer Story: Regina Public Interest Research Group

*Empowering their team so they can empower their community*

*June 2022*



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## Overview:

**Client:** ..... Regina Public Interest Research Group

**Location(s):** ..... Regina, SK

**# of Employees:** ..... Two permanent staff, plus one to three additional seasonal employees

**Payworks Solutions:** ..... Payroll (since 2018), Employee Self Service (since 2018), Time Management (since 2020)

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## The Client

Since 2007, The Regina Public Interest Research Group (RPIRG) has served as “a student-funded resource centre at the University of Regina committed to social and environmental justice.” Focusing on advocacy and empowerment, RPIRG strives to provide the resources and tools that its members need to become strong community leaders and changemakers.



## The Challenge

When Executive Director Krystal Lewis assumed her leadership role at RPIRG in 2017, she inherited an entirely-manual (and unintegrated) system of managing payroll, tracking time and more.

After a year of hand-writing paycheques and juggling spreadsheets, Krystal realized that she was not only being pulled away from the community engagement work and staff training for which she's so passionate; she was growing increasingly concerned about compliance and accuracy, with the knowledge that she was (as she puts it) “one accidentally-deleted formula away from disaster.”

Krystal knew she needed to find expert guidance and a user-friendly system, but to remain cost-conscious as well (particularly as the leader of a not-for-profit, where every penny especially counts). She determined that the happiest medium for RPIRG would be a modular system where she didn't need to pay for more tools than RPIRG would use, and which was simple enough for her and her ever-changing team to adopt quickly.

## The Solution

After evaluating several payroll providers, Krystal found RPIRG's ideal solution at Payworks, where scalability to meet clients' evolving needs is a given. “We didn't need nearly as many tools as some of the other companies said were part of the minimum package,” recalls Krystal. “Being able to select only the functionality we needed with Payworks made what was likely already a cost-effective solution even more economical for us. The difference was quite stark, to the point of thinking ‘why wouldn't I do this?!’”



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Onboarding ran smoothly, and Krystal quickly discovered just how streamlined her administrative tasks could be when leveraging Payworks' Payroll and Time Management applications. "It's way easier for staff to submit their hours - which is fantastic because, not only is everyone paid hourly, but with seasonal staff we have a lot of turnover and new team members can catch on quickly," she says. "They can just fill it in on their phone and they're done. No more random pieces of paper piling up. And it's been extra convenient during COVID because we've mostly been working remotely.

"It's also just so much less onerous for me as the person who's processing everything," Krystal continues. "There are so few barriers - it's just log in, input and go. It's freed up a lot of my time so that I can focus on other parts of my work!"

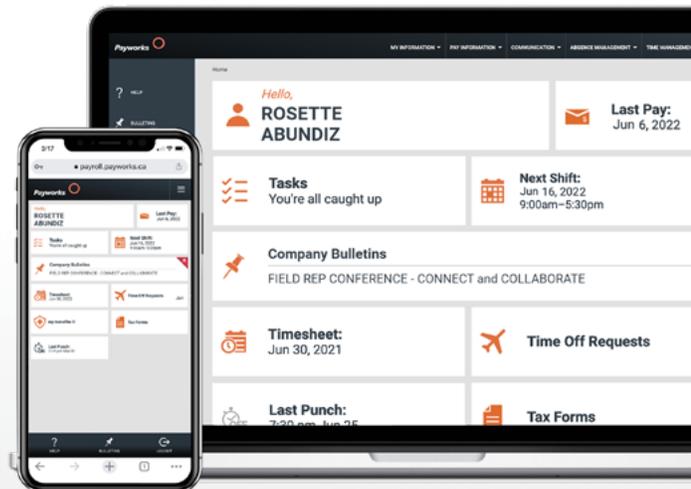
In the few instances where she's had questions, Krystal's felt supported by both her local sales representative and her dedicated Client Service Representative. "Having someone who was easy to get a hold of that I could sit down and talk with has been really nice, especially since he was already familiar with what the needs of a small non-profit might be," Krystal shares. "I've been very happy with the level of service I've received in the instances when I've needed it."

Krystal's been so pleased with RPIRG's switch to Payworks that she's been recommending the idea to other not-for-profits in the community. "RPIRG is all about providing people with the tools they need for success, and switching to Payworks has definitely done that for us," Krystal says.

"I can confidently say that all of our payroll reporting is being done properly, and sent off on time to CRA and to the staff we're paying. For Executive Directors like me, that's huge, as we're often expected to be able to do a bit of everything. Where a larger organization might have an HR person or an accountant, I'm all of those people at RPIRG. So to be able to focus on running the programs and know that everything in the background is running smoothly provides incredible peace of mind."



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***Payworks*** 