

“Too often we hear from customers when something has gone wrong. In this case, I wanted to take the time to tell you how satisfied I am with your services and especially your payroll specialist, Jess.

I can honestly say that 99% of the time, dealing with Jess has produced accurate, professional and timely results that make running my own business a little less worrisome. I would never consider trying to do the payroll internally.

In the rare occurrences when a problem has occurred, Jess has gone above and beyond to fix the problem immediately and simply outperformed what other payroll companies have done for me in the past.

I don't care what business you are in, there will always be problems. For me, it is not what a company does when things go as expected, but more importantly how a company handles an unexpected problem that sets you apart.

As one example, a few years ago I was on vacation and totally forgot about calling in payroll. Jess realized this and was able to track me down on my personal cell phone and get the checks over-nighted so that my staff would be able to get paid on time.

It is for reasons like this, that I remain a loyal customer.

Congratulations on a job well-done!”

Sincerely,

Dr. Ken Ganly
Owner, Springfield Eye Associates, PC
Springfield, Pennsylvania