

Case Study



Providing customized payroll services to CPA's nationwide for over twenty-five years.

"We made a good business decision in choosing The Payroll Factory for our payroll administration needs."

Herman M. Gerwitz, CPA
Treasurer/Secretary
Keystone Property Group

KEYSTONE PROPERTY GROUP

www.kpg.biz



Situation

Keystone Property Group acquires, develops, and manages commercial real estate in the office, flex, and industrial sectors. Keystone applies a focused, strategic investment plan to each opportunity, which in turn drives its successes in delivering superior value to all stakeholders. Key to maintaining this reputation is Keystone's ability to automate critical business processes, such as payroll administration.

Challenges

- ▶ **Improve the quality of the existing payroll process to ensure 100% accuracy**
- ▶ **Provide online access to review tax deposits to make sure they are timely and accurate**
- ▶ **Offer consistent and exceptional customer service by tenured management, sales, and processing staff**
- ▶ **Eliminate ongoing product sales from service representatives**

Solutions

- ▶ **The Payroll Factory custom tailored a spreadsheet which contains control totals, to meet Keystone's unique payroll needs. Keystone can quickly verify the accuracy of the payroll they received.**
- ▶ **Keystone utilizes The Payroll Factory's method of independently verifying tax payments.**
- ▶ **Real people answer The Payroll Factory's telephone and all staff members are cross trained so that the entire team is familiar with each account. This ensures all clients get immediate responses to their inquiries.**
- ▶ **The Payroll Factory believes in doing what is in the best interest of the business owner and does not aggressively upsell unwanted and unneeded products.**

Contact Us

Visit: www.thepayrollfactory.com

Call: 1-866-773-8721