

SUCCESS STORY



Marsala Beverage

APS Helped Marsala Beverage Turn Manual Processes Into Automated Results

Marsala Beverage spent several days each year on processing payroll alone. Managing time-off requests, benefits, and employee pay had become a burden to the company's growth. The journey finding APS was challenging, especially for Vice President of Finance, Sherry Arnold. However, when she discovered APS, she was overjoyed. Payroll and HR processes that previously took days were completed in a few hours.

Meanwhile, staff once burdened with manual tasks increased efficiency through automatic delegation. This is Marsala's personal story of growth and perseverance. Read below to learn how APS helped this beverage company succeed.

Who is Marsala Beverage?

Marsala Beverage is a premier malt beverage, wine, and non-alcoholic distributor in Northeast Louisiana. Their success is based on the fact that they never lose sight of delivering what's really important - quality products, timely service, and a genuine concern for their customers' needs. They deliver over 2.5 million cases of beverages annually to more than 700 restaurants and retail accounts.

Challenges

Automating Payroll and Attendance Processes

For 25 years, Marsala Beverage manually processed payroll and time-off requests each month. Sherry Arnold knew they couldn't stop at beverage distribution if they wanted to uphold the company's mission of providing customers and employees with long term growth. "We needed software that would automate our processes without costing us an arm and a leg," said Arnold. Great customer service was also a high priority on Arnold's list.

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Partnering With a Provider That Has Extensive Payroll Processing Knowledge

In 2016, Arnold planned to use a national company to manage payroll for Marsala Beverage's 97 employees. However, after reading several reviews and testimonials about the company, she discovered the vendor had insufficient knowledge regarding complex payroll processing. Arnold continued her research and sought feedback from an existing client of the vendor. The reference told her about unresolved tax issues and a disconnected support model, so Arnold decided she needed to look elsewhere to solve her payroll problems.

Sherry Arnold | Vice President of Finance



“APS understood our business needs, especially regarding payroll. We communicated a lot prior to receiving a proposal, as well as before and during the implementation process. Many set-up questions were emailed to us, which ensured they understood exactly what we needed.”

How APS Helped

Arnold discovered APS' payroll and HR platform in 2016 and processed her first payroll in September of that same year. She liked APS' approach to customer service and credits the sales and implementation teams' consistency and the system's accuracy as the primary factors in Marsala Beverage's ongoing success.

Arnold describes the APS system as flexible and powerful, compared to Marsala Beverage's previously manual workflows. Since the transition to APS, Marsala Beverage has better delegation of managerial tasks, like time card approval and time-off requests. Arnold says this decreased their time spent on payroll significantly.

“Our payroll processing time decreased from one day to 1-2 hours.”

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Arnold's favorite APS feature is the reporting solution. **“The reporting modules have everything we need, and you can build your own report if it doesn't already exist.”** She says the logical flow of information, employee self service, and customer support have given her employees more autonomy to access their data. This saves her staff hours of work.

According to Arnold, **“The platform is very easy to use.”** APS' simplicity has allowed Marsala Beverage to go almost 100% paperless.”



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COVID-19 Concerns

When COVID-19 legislation came out, Arnold was concerned. She worried about her staff having to spend hours tracking COVID-19 paid leave to qualify Marsala Beverage for tax credits. But prior to the April 1st effective date, APS offered a webinar that Arnold attended. “APS relieved my worries. They added new pay items, new reports, and everything was seamless. Our tax liability was reduced due to the automated tracking of COVID-19 credits.” When asked about her experience without COVID-19 adjustments in the system, Arnold said she was extremely satisfied.

The Future

When we asked Arnold what Marsala Beverage’s plans were for the future, she said they plan to stick with APS for years to come. “We’ve been with them for almost 4 years and don’t have any reason to believe we would ever change. We are extremely satisfied.”

About APS

Are you tired of manually processing payroll? Do compliance and attendance tracking have you overwhelmed? APS can help! Our technology is designed to make payroll and HR easier. HR, payroll, attendance, recruiting, applicant tracking, onboarding, and ACA compliance all live in a unified database to simplify your everyday tasks.

We provide our clients and partners with intuitive technology delivered with personalized service and support. Businesses choose APS as their workforce partner because of our focus on the customer experience, starting from the moment they begin implementation.

As a result, we continually maintain 98% customer retention and satisfaction rates. APS has also been recognized by G2 for top-rated user adoption and implementation since 2018.

Call Us at 855.945.7921 or visit our website at www.apspayroll.com to learn more about how APS can help you make payroll and HR easier!



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