



Case Study:

ServiceMaster®



Client

ServiceMaster currently serves residential and commercial customers through a network of over 5,500 company-owned locations and franchised licenses. Their brands include TruGreen®, Terminix®, American Home Shield®, InStar® Services Group, ServiceMaster Clean®, Merry Maids®, Furniture Medic®, and AmeriSpec®. Their core services include lawn care and landscape maintenance, termite and pest control, home warranties, disaster response and reconstruction, cleaning and disaster restoration, house cleaning, furniture repair, and home inspection.

Situation

ServiceMaster was using a paper payroll process and were overnighting over 30,000 paper checks and paystubs to over 1,100 locations nationwide, weekly. Once the checks and paystubs arrived at each location, a payroll representative locked the checks away for distribution the following day. Each location allocated upwards of 2 hours each week on payday for employees to stop what they were doing and physically go pick up their check or paystub.

Their goal was to eliminate the paper process and implement a reliable, self-service system that could give employees access to their paystubs at their convenience. Many of their employees would need the ability to access their paystubs through phone or fax because of their limited access to the Internet. ServiceMaster also wanted to improve direct deposit participation, which was roughly 50%.

Solution

With their goals laid out, ServiceMaster began to research possible paperless pay solutions. After reviewing many vendors, they discovered that the paperless pay solution from TALX was the most cost effective and offered the most comprehensive mix of benefits, features, and functionality that would fulfill all their company and employee needs. The solution provided ServiceMaster with features including employee access to paystubs through the Internet, phone, and fax, English/Spanish language compatibility, and self-service capabilities that allow employees to change banking and routing information when needed.

Results

As a result of the paperless pay implementation, ServiceMaster was able to eliminate roughly \$1 million annually on paper, printing, and shipping costs to its 1,100 locations nationwide. Direct deposit participation spiked from 50% to 75%, and several industrial-sized printers were removed because of the decrease in their printing needs.

Additional monetary savings, which were initially unanticipated, were also realized. It is estimated that over \$1 million was saved annually because of the disappearance of the decentralized paystub distribution system, and hundreds of annual labor hours were ultimately reallocated.

For more information, contact TALX at 1-800-888-8277 or e-mail moreinfo@talx.com.