

Payroll Services Case Study

How to build a payrolling
program that works for your
organization



The problem

On the surface payroll is simple—and it's working well if people come to work, do their jobs, and go home. When payday arrives, any taxes and expenses are calculated, and payment is deposited into their accounts.

But behind the scenes there is a lot more for organizations to consider:

1. How much time is being spent on administrating payroll?
2. How many vendors are being used, and how much does it cost?
3. Who is overseeing compliance?
4. Does everyone have the right insurance?
5. Do we have a central channel for communication and escalation with contractors?

These were the sorts of questions that a major energy provider in Western Canada was asking themselves before partnering with Raise. They had hundreds and hundreds of contingent workers involved in major projects—in positions that required exceptionally high security and rigorous compliance. **They lacked a centralized program.**

It was critical that they develop a detailed and proactive approach to managing their contingent workforce to protect themselves against risk and manage their workers efficiently.

The Opportunity

With advice from both private consults and industry experts like Raise, our client unified their payroll and sourcing needs into a single program with just two payroll suppliers.

Our client had a large workforce of **hundreds of contingent workers being managed through several agencies**. Lacking a central VMS, they were unable to properly oversee the day-to-day functions of payroll. **Hiring leaders were frustrated**



and projects were delayed—the sort of situation where everyone is busy but not enough is getting done; where the client has problems they don't even know they have.

After taking bid submissions from a wide range of staffing suppliers, including several they were already working with, **Raise and one other incumbent were selected in 2019.**

Our partnership approach

While we are also selected to provide sourced business, we knew that **our industry expertise could make a huge impact on improving our client's payroll needs.** So Raise assigned the project to our Western Canadian team, which has **decades of specialization with major energy clients** for both recruitment and payroll.



The account was managed by **Paul Aston**, who brought over 30 years of experience working in Western Canada's power and energy sector.



Lisa Richardson, with 20 years of experience in staffing, liaised with multiple stakeholders to ensure optimal processes for payroll services.



Michael Laecy, Raise's Chief Sales Officer and EVP was a key contact and facilitator for the project.



Robert Poole, with 30 years of experience and specialization in power and energy, lent his expertise to the project as the Raise program director.

Open and consistent communication were hallmarks of the program from the start. With weekly meetings, quarterly evaluations, and quick responses to any immediate needs, **Raise was soon payrolling all net-new contractors: as many as six in a single day.**

This partnership approach made an immediate and positive impact on the project—**working closely with their team enabled Raise to see their problems as our problems**, and put us in a position to anticipate complications and respond quickly.

“

We have been very satisfied with the level of service provided by the entire Raise team. From day one, their services have been efficient and effective, and the team works collaboratively with us. The team has been incredibly responsive and supportive. **Raise is a true partner in operating our contingent labour program.**”

—Senior member of our client’s team

Leveraging Experience

With a track record of successful partnerships, Raise brought its proven approach—listening closely, understanding client needs, and **collaborating with both people and processes**—to deliver impact once again.

At first glance, payroll is all about numbers: how many contractors in how many days, how many millions of dollars in and out, the % of accurate, on-time paychecks. But thanks to our experience in similar programs, **we knew that contractor support, and the ability to work with contractors themselves, is a critical part of success.**

**We: Proactively help contractors transition with in-person and virtual support
Negotiate pay rates while balancing the needs of contractors and the client
Make sure every contractor has the insurance and coverage they need to be confident and safe in their work**

While transitioning Engineers over to Raise payroll, we discovered some staff were signing off on designs that lacked proper insurance. **Raise immediately informed our client and quickly** resolved all compliance risks before something went wrong.

The Program Today



A contingent program only works as well as its **contractors**, and the relationships they have to their payroller and the company where they work. As a steward of that relationship, **Raise has been able to find creative solutions** that kept workers happy while keeping the work moving.

Today the program continues to grow. Through the (now) 5+ year relationship, we've become an open resource in regards to their questions and concerns, sharing our expertise and helping solve issues.

Our client has accordingly enjoyed **some major benefits to the health of their payrolling.**



Raise has:

- ✓ **Transitioned 500 net new and renewing workers to Raise payroll services**
- ✓ **Reduced on-boarding time by 25%**
- ✓ **Helped them achieve 100% insurance and regulatory compliance**



Working with Raise has consistently been a positive and reliable experience. From the beginning, they've been approachable, responsive, and genuinely supportive. I've partnered with them on multiple projects, and they've always shown a strong commitment to staying engaged and making sure I have what I need to succeed on the ground. Their communication is clear, timely, and dependable, which has made a real difference in fast-paced environments. It's clear they value the people they work with, and that thoughtful, human approach has built a level of trust that I really appreciate

–Construction Manager Contractor

And **with the stability of a well-organized payroll**, our client can do more. And when their next major project arrives, they know **Raise will be there to help them make it a reality.** Check out [Raise Payroll Services](#) today!



Ask Michael how our payroll services could work for you:

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