

# Streamlining HR & Payroll Processes at Yee Hong Centre for Geriatric Care



## Non-profit, long-term care services organization “quite impressed” with HRW@RE Solutions:

### The Client:

Serving the Greater Toronto Area, Yee Hong Centre for Geriatric Care is a private, non-profit, long-term care services organization. They provide high quality and culturally appropriate services to enable seniors of different ethnic backgrounds and needs to maintain a healthy, independent and dignified life. Yee Hong manages long-term care homes, senior housing, and community-based social and medical services, which benefit thousands of seniors every day.

When Julie Tang started at Yee Hong as Director of Human Resources (in 1996), the organization consisted of less than 50 employees. Today, just over a decade later, Yee Hong manages over 1,000 personnel working in four locations throughout the GTA.

“Some employees work in more than one job at the same time and in any number of Yee Hong’s four locations compounding the limitations of their outsourced payroll such as the maximum number of pay codes,” Eric Smith, from the HRWARE team, said. Yee Hong’s previous payroll supplier’s software had reached capacity and was not able to handle the increasing volume or complexity of their payroll calculations.

Furthermore, having an outsourced payroll provider meant that their HRMS could only be interfaced with their software. Only limited information could be passed to payroll and arrived only when the interface was run manually. Finally, even though the interface was operational, duplicate data entry throughout the Greater Toronto Area was often required to complete the HR/Payroll process.

### Main Need:

As a non-profit organization, Yee Hong maintains very lean operations and as such requires business tools that allow employees to efficiently and effectively manage their responsibilities. Tang said, “We were very short of clerical and administrative people. I was the only person who was - top to bottom - doing everything.”

The Human Resources department at Yee Hong desired a technologically advanced HR system that would reduce repetition of work and would be able to support the organization into future endeavors.

“Accurate and timely HR information is essential to running an efficient department,” Smith said. “Managing employees in the health care sector is complex and

### The Client:

Yee Hong Centre for Geriatric Care

### Location:

GTA: Markham, Mississauga, Scarborough

### Industry:

Long term health care services

**Number of Employees:** over 1,000 employees

### The Solution:

Updating from HRWARE’s client-server based solution to an integrated solution which includes HRW@RE Payroll and HRWARE’s web-native applications, HRW@RE Foundation and HRW@RE Manager Self Service.

### Testimonials:

**“I think having a very flexible, scalable system made our growth so much easier.”**

– Julie Tang, Director of Human Resources, Yee Hong Centre for Geriatric Care, GTA, Ontario

**“For organizations like ours, without a lot of technical support, I want to have a system that is user friendly for the non-technical people, something that is flexible enough - powerful enough - and also would bring us into the future as we, as an organization, grow and as the technology changes.”**

– Julie Tang, Director of Human Resources, Yee Hong Centre for Geriatric Care, GTA, Ontario

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### Main Need (continued):

requires sophisticated systems to automate calculations and processes." Systems need to be easy to access and simple to use, allowing people to do more with less.

Yee Hong's employee population continued to grow and as the organization incorporated more locations, the following key requirements quickly became a priority:

- Increase level of automation of the HR/Payroll processes.
- Increase level of integration between HR and Payroll systems.
- Provide management with quick and easy access to employee information.
- Reduce payroll processing costs.

### The Solution:

In order to address these challenges, Yee Hong adopted HRWARE's web-based technology from the HRW@RE Human Capital Management suite. Yee Hong eliminated outsourced payroll providers by bringing payroll in-house, implementing HRW@RE Payroll, and HRWARE's web-native applications HRW@RE Foundation and HRW@RE Manager Self-Service.

### Key Benefits:

The HRW@RE web-native HRMS application allows employees to access vital HR information and strategic reports from anywhere they are required. Tang has the comfort of knowing that Yee Hong's management - via HRW@RE Manager Self-Service - have quick and secure access to the information they need to manage the daily operation of the business, as well as plan for future growth and success.

Smith, explained, "The HRW@RE payroll engine is highly robust and handles Yee Hong's complex and numerous pay calculations with ease, virtually eliminating the need for manual calculations." "In addition, the high on-going per-pay costs associated with outsourcing payroll and generating reports have been eliminated with the new in-house system."

Knowing that the help of HRWARE's highly dedicated support team is just a call away, Tang is also happy with the fact that she doesn't need to have an IT person to work for her.

With HRWARE's HRW@RE Foundation, HRW@RE Payroll and HRW@RE Manager Self-Service the Human Resources department at Yee Hong can more effectively manage their human capital.

To reduce repetition and ensure accuracy of their daily operations, Yee Hong makes use of all of the features and functionalities of the system, which helps them to make better business decisions. HRWARE's integrated HR and Payroll applications allowed them to eliminate multiple keying of data and is expected to significantly reduce the costs and eliminate errors associated with running payroll. The speed, accessibility and ease of use of the web-based HRW@RE solution benefits Yee Hong Centre for Geriatric Care by providing an efficient, dependable, and flexible tool.

### Moving Forward:

Moving to HRWARE's web-native Human Capital Management solutions, Yee Hong has set a solid foundation upon which growth can be efficiently managed. Future initiatives include the use of HRW@RE Recruitment and HRW@RE Candidate Self-Service.

### Testimonials (continued):

**"The team has been quite amazing in terms of finding very creative solutions. By doing things differently they're able to provide the functionality, the creativity and the willingness to explore and look into options. That is very impressive. HRWARE just has good people."**

– Julie Tang, Director of Human Resources, Yee Hong Centre for Geriatric Care, GTA, Ontario

**"There is a level of professionalism and expertise in [the HRWARE] staff, which is very very impressive..."**

– Julie Tang, Director of Human Resources, Yee Hong Centre for Geriatric Care, GTA, Ontario

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