

HITTING THE HR JACKPOT

Leading payment processor for gaming industry turns to ExponentHR to ensure smooth launch of HR and payroll system

TAKING GAMING ENTERTAINMENT TO THE NEXT LEVEL

More than three million consumers rely on Pavilion Payments for simple, safe, and responsible play at more than 400 land-based casinos and iGaming sites. The Las Vegas-based company with 200 employees provides an integrated payments ecosystem that connects players with physical and digital gaming partners. Millions of gaming patrons rely on Pavilion to handle their payment needs.

CHALLENGE

A few years ago, after spinning off from a large global parent company, Pavilion Payments needed to equip its new company with all the basic business systems, including HR and payroll. Jim Del Rosario, the company's Chief People Officer, took charge of finding the right vendor for the company, which included a mix of office-based employees and on-the-road field staff.

Pavilion wanted a rapid implementation of its HR system—ideally coinciding with the close of the agreement's transaction period. Del Rosario also was looking for a solution that was flexible and could be configured to match the business needs and workflows of Pavilion's unique business model. And with only one person assigned to managing payroll and benefits administration, the company wanted its staff to utilize self-service as much as possible.

Top-notch customer service was also a priority for the payments processing company, especially during busy times like open enrollment when proactive communications made a big difference in ensuring success and employee satisfaction. Finally, Del Rosario wanted an HR and payroll platform that was simple to use, with an intuitive user interface and tools that streamlined work.



SOLUTION

Del Rosario quickly gravitated to ExponentHR as the best option among a handful of contenders. "My recommendation was to implement ExponentHR as our system, because in my 30-plus years working in HR, I had never experienced an HR information system as intuitive or as easy to use, particularly for a domestic U.S.-based company," Del Rosario says. ExponentHR's competitive pricing also helped solidify the company's decision.

The combination of ExponentHR's fast implementation services and highly flexible HR platform helped Pavilion get off to a great start as an independent business. "The folks at Exponent were very adaptable," Del Rosario says. "They pivoted quickly to change the schedule to move us along rapidly. They knew what we wanted. And knew exactly how to do it."

ExponentHR helped Pavilion stay ahead of the curve in a highly competitive industry by providing a top-notch platform and first-rate customer service to assist with a broad range of implementation, HR, benefits, and payroll issues.

RESULTS

As an experienced HR manager who's used ExponentHR systems at three different companies, Del Rosario has been pleased with the results at Pavilion. "They have a great product, a great team," he says, citing a host of benefits and business outcomes:

THOROUGH IMPLEMENTATION

In previous jobs, Del Rosario had worked with larger HR platforms including ADP and Workday. Although he was impressed with one of their implementation teams at first, he quickly learned they would take more than eight months to complete the deployment. By contrast, ExponentHR needed just seven weeks from start to finish—and that included three weeks of testing to ensure the launch went smoothly.

FLEXIBLE PLATFORM

Other companies came with a host of implementation barriers—but not ExponentHR, says Del Rosario. "We eliminated one of the vendors because it was just too complicated to install," he explained. Exponent could flex to meet the company's complex business needs and tight timeframes.

SELF-SERVICE EFFICIENCY

ExponentHR has one of the most intuitive user interfaces on the market, says Del Rosario, helping drive employee productivity. "Within two to three weeks after deploying, people were coming in saying 'this is the easiest system I've ever used. It's just super useful.'"

MOBILE ACCESS

Pavilion's team of field service technicians regularly use ExponentHR's mobile web access to log hours and access HR information while they're working at different sites on the road. "It's super-fast and easy to do," says Del Rosario.

PAYROLL AUTOMATION

With many of its employees working around the clock Pavilion appreciates ExponentHR's payroll features that automatically calculate time changes for overnight employees. "One of the key things I like about Exponent is that their foundation is payroll," says Del Rosario. "That's what they know best, and that's the most important part of this business. All the other organizational things are important, but payroll can't go wrong."

SEAMLESS ENROLLMENT

The company relies on ExponentHR's service team about 6-8 times a year, especially during open enrollment, which requires extra attention. And the company has been impressed by the process. "They are very organized, project management wise," Del Rosario says. "They'll tell you in advance about deadlines. It's prescriptive in a very helpful way, so it allows us to back into our project plan."

EXCEPTIONAL SERVICE

The teams at Pavilion Payments were delighted by the go-the-extra-mile service and support ExponentHR provided. This makes a big difference in an HR vendor market characterized by generic products, Del Rosario says. "What really matters is who you work with and how well you're supported. Our experience with the staff at ExponentHR was exceptional, and I don't use that word often."

HIGHLIGHTS



Implemented system in just 7 weeks, including 3 weeks of testing



Extra-mile support during benefits enrollment



Flexible platform enables configurations tailored to the business



Helps automate time clock scenarios



Support for mobile and self-service users

ExponentHR SOLUTIONS

- > Payroll
- > Applicant Tracking
- > Time Tracking and Attendance
- > Expense Management
- > Performance Management
- > Survey Management
- > Employee Onboarding
- > Custom Reporting
- > Benefits

"The market talk about ExponentHR is that it's the best payroll and HR system that no one knows about."

Jim Del Rosario, Chief People Officer, Pavilion Payments

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