

Case Study

Cleaver-Brooks

Payroll, Benefits Administration and General Process Improvement

Thomasville, GA
USA

Industrial
Manufacturing



The Challenge:

When industrial boiler manufacturer Cleaver-Brooks lost their only payroll employee, they needed help—and fast. With 700 U.S. employees, six U.S. locations and two payroll cycles (weekly and biweekly), Cleaver-Brooks did not have time to waste.

They needed a partner capable of stepping into an unknown situation, picking up the pieces and making sure all their employees got paid on time. Beyond this stop-gap intervention, they needed help finding and training a replacement payroll manager, and they needed to refine and document their processes to prevent future payroll panic.

The company consulted their trusted payroll processor for recommendations and ihouse's name immediately came up.

ihouse stepped in immediately to fulfill the payroll function until a replacement payroll manager could be found. Cleaver-Brooks was so satisfied with the stop-gap support ihouse provided that they decided to retain them for help with payroll, benefits administration and general process improvement.

The Solution:

Dennis Hettinger, Cleaver-Brooks' Corporate Director of Human Resources, reported that ihouse diagnosed the challenges, put a team and resources in place "literally overnight" and sent a payroll expert to the company's Georgia location. Without missing a beat, ihouse began processing payroll and had paychecks ready the following Friday.

To find a replacement payroll manager, Cleaver-Brooks followed the hiring process that it had been refining for years. With their payroll function in the capable hands of ihouse, that process did not have to be compromised or even accelerated.

A couple of months later, the new payroll manager was hired, and ihouse provided training, updated documentation and offered extensive support.

The Results:

ihouse helped the manufacturer write reports, gather intelligence, run analytics and refine processes.

It helped manage the year-end open enrollment period and expedited the company's complex HR file transition process. An ihouse Project Manager also jumped in to correct a few last-minute benefits administration issues.

Through all of these interactions, ihouse cemented its position as an integral part of Cleaver-Brooks' strategic operations.

“ihouse was able to fix systems, processes and procedures that have plagued us for years ... [which] freed us up internally. We were able to put our focus where it was needed, because we didn't have to worry about whether payroll was being processed correctly.”

—Dennis Hettinger, Corporate Director of HR, Cleaver-Brooks