

## PAYNORTHWEST

By Tom Ewers

### A TECHNOLOGY ROADMAP AND EFFICIENT IMPLEMENTATION EQUIP PAYNORTHWEST TO CAPITALIZE ON ITS HIGH-GROWTH POTENTIAL.

PayNorthwest recognized significant demand for outsourced payroll services. But, to capitalize on this opportunity, it would need an efficient and scalable business model and technology infrastructure. Working with West Monroe Partners, it established a solid plan for streamlining its business and enhancing its market presence. Then, it quickly put the plan into action.

#### PAYNORTHWEST

PayNorthwest is a provider of payroll services to small and medium-sized business and not-for-profit organizations.

PayNorthwest is dedicated to returning peace of mind and business focus to its payroll service clients. Its goal is to relieve clients from administrative and regulatory burdens and deadlines; provide outstanding customer service, flexibility and reliability; and deliver added convenience and value to client employees.

PayNorthwest is a division of Business Support Services Northwest LLC, a privately owned provider of accounting outsourcing services and systems located in the Puget Sound region. BSS Northwest was founded in 1998 but boasts clients and employees that have worked to together for several decades.

#### ENABLING AGGRESSIVE GROWTH.

PayNorthwest's recognized significant demand for "customer focused" and "local" outsourced payroll services. As a result, it established a fundamental business objective to build a sustainable business of more than 5,000 clients and \$5 million annual revenues within its first five years in business.

To enable this aggressive business goal, the company's corporate entity, Business Support Services Northwest LLC (BSS) recognized that it would need to create an efficient and scalable business model and technology infrastructure.

Furthermore, it recognized this level of growth would require a sound strategy and the ability to manage risk as the company expanded its operations. To ensure that it was positioning itself effectively for growth, the PayNorthwest turned to West Monroe Partners for assistance with:

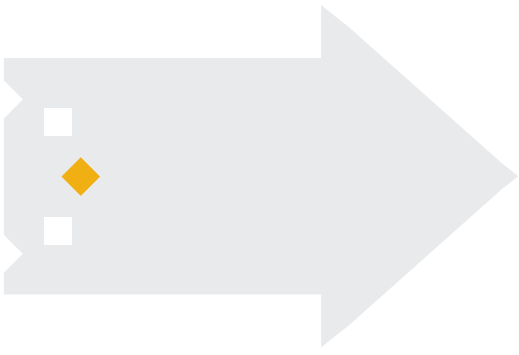
- ◆ Streamlining processes
- ◆ Improving efficiency
- ◆ Enhancing processing volume
- ◆ Increasing the average size of its clients
- ◆ Improving average payroll processing volume per person
- ◆ Decreasing manual tasks
- ◆ Eliminating duplication
- ◆ Improving customer service
- ◆ Reducing unnecessary risks
- ◆ Developing a major regional presence

#### A PROVEN APPROACH PROVIDES THE FOUNDATION.

PayNorthwest chose West Monroe Partners to assist with development of a comprehensive technology roadmap based on the quality of its market assessment and business strategy recommendations. West Monroe Partners also offered expertise in payroll services and financial services, as well as customer relationship management, core financials, and technology integration.

#### TECHNOLOGIES EMPLOYED:

Microsoft Dynamics GP  
Microsoft CRM  
Microsoft SQL 2005  
Microsoft Small Business Server  
Microsoft Exchange  
Execupay (Payroll Processing)



## ENTERPRISE SOLUTIONS

“With an emphasis on strategic initiative planning, technology know-how, and careful project management, West Monroe Partners’ consultants worked with my team to build the company I envisioned. The project team leveraged West Monroe Partners’ strength in business processes and technology to help PayNorthwest deliver best-in-class solutions and a superior customer experience. West Monroe Partners flat out delivers.”

**Mike Anderson, President, PayNorthwest**

West Monroe Partners reviewed PayNorthwest’s current processes and industry best practices, and then it proposed a three-phase solution for identifying the most appropriate strategies and vendors. Key phases included:

- ◆ Market assessment, business strategy, and roadmap. This work confirmed PayNorthwest’s decision to enter the market and established its plans for growth.
- ◆ Vendor selection for the various systems and plans necessary for allowing PayNorthwest to achieve its growth goals. This work resulted in the company’s selection of Microsoft Great Plains, Microsoft CRM, Execupay payroll software, Elan (payroll card processor), and Rainier Pacific as a potential banking partner.
- ◆ Implementation, integration, and training. Key deliverables included training documents and sessions, plans for conversion from the company’s incumbent payroll system, and installed and customized software and hardware to support the company’s growth goals.

Throughout the process of defining and implementing a solution, West Monroe Partners worked to build consensus among the company’s various stakeholders and to ensure that they were informed and supportive of strategies at every stage. In addition, the implementation of a variety of systems required diligence in project management and close alignment with the company’s internal resources to ensure that PayNorthwest was able to manage the new systems going forward.

### EFFICIENCY. GROWTH. MARKET SHARE.

The new business processes and technology infrastructure already are paying off, as PayNorthwest begins to build market share in its local area. In addition, they are providing the foundation for the company to increase revenue dramatically over the next few years and improve its efficiency on a day-to-day basis.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients’ most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.