

## Case Study

# How Paychex Helped TYR Tactical Streamline HR Tasks and Reduce Risk

When looking for a new payroll service provider, TYR Tactical discovered that Paychex offers a lot more than just payroll.

## Business Challenges

Payroll and HR management are an essential part of any successful business. So when Kevin Hull joined TYR Tactical in February 2020 as CFO, one of the first areas he looked at was payroll.

"I asked how things were working out with our current payroll provider," said Hull, who wanted to see if there were any issues that needed to be addressed.

Using a whiteboard, the HR manager, who was in charge of running the company's payroll, put together a list of all the challenges she was facing. She also provided a list of features she was looking for from their payroll software, which gave Hull a better sense of where they stood with their current payroll provider. After reviewing the lists, the TYR Tactical team concluded that their current payroll provider wasn't doing the job they needed it to do.

Hull also discovered that TYR Tactical's HR functions were being managed by multiple partners, which was proving inefficient while also introducing more third-party risk to the company. To help reduce the company's risk of noncompliance, he wanted to find a partner that could help manage everything, focusing on a more cohesive, streamlined approach.

That's when he decided to call Paychex.

## The Solution

Initially reluctant to make a change, Hull quickly became enthusiastic.

"Nobody is excited about changing payroll companies — it's quite a bit of work, and you're anxious before the change, trying to make sure that everything works out," said Hull. "But what we learned when we went through the discovery process with Paychex was exciting."

Though the initial meeting was about payroll, Hull was happy to learn about the additional services that were available from Paychex, including a whole suite of HR services. And with fewer third parties to deal with, Hull knew he'd be simultaneously helping to reduce TYR Tactical's third-party risk profile.

"That was music to my ears as a new CFO," Hull said. "I was keen on risk management; that was one of the three pillars I focused on when I first came on board."

There were regular touchpoints throughout the implementation process, including set agendas and timeline reviews, to ensure that all objectives were met. Hull found the agenda and timeline particularly helpful.

"I was really impressed with the Paychex team that led the implementation," said Hull. "Everybody knew exactly what our objectives were, knew where we were in terms of the timeline, knew what each person's responsibility was, so that part was very smooth."

As the weeks passed, Hull's initial uneasiness about switching proved to be unfounded, so when the time came to go live, there was no hesitation at all.

"When we got to 'go time,' I really had no uneasiness about whether the payroll process would work once the button was pushed," Hull said. "In fact, the entire implementation worked great, with no hiccups at all."

## The Power of Paychex

TYR Tactical became a client of Paychex in September 2020, and Hull and the TYR Tactical team couldn't be happier with the relationship.

"As far as doing my job better, it's very efficient for me to just log on to the [Paychex Flex®](#) platform and start clicking on a few links to get to the information I need," said Hull. "Paychex gives me a real-time assessment of any situation that I'm looking at or looking for, and because it's also a financial tool, we use it to make sure we're on track with staffing — with Paychex helping us make sure that we're staffed at an appropriate level."

Beyond payroll, Hull is most excited about having direct access to a dedicated HR professional when necessary, as TYR Tactical also made the decision to take advantage of Paychex [HR Services](#).

"Our HR professional was available to guide us through the process of creating company manuals, while also being available to answer any questions that stumped our HR department," Hull said.

He also appreciates the proactive updates and alerts that Paychex's HR professionals provide when state regulations change, because it allows his HR department to update their employee manuals and other documents with the latest state regulations to ensure TYR Tactical remains in compliance. Another service that Hull appreciates is the ability to have their [company 401\(k\)](#) plan completely managed by Paychex.



"It was great to know that we could have all of the related compliance work done by a single party, versus contracting with multiple parties. It makes my life so much easier," said Hull. In addition, Hull continues to appreciate the convenience and economic benefits of having a single party help with payroll, HR, and compliance.

By [switching to Paychex](#), TYR Tactical now enjoys the benefits of having access to complete human capital management and payroll software (Paychex Flex), HR services, benefits administration, and the administration of 401(k) plans. And, Paychex also offers a business insurance\* option, should TYR Tactical wish to take advantage of that service in the future.

**To learn more about the software and services Paychex has to offer, or to request pricing for your business, visit [www.paychex.com/how-paychex-works](http://www.paychex.com/how-paychex-works).**

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