



Building Success: How a Payroll Breakdown Sowed the Seeds for a Better HR Model

Size: 25 Employees | Industry: Horticultural Services



Janine DeChristopher, General Manager, *Interior Plant Scapes*

“Before, I would sit and do the hours by hand. We then went to more corporate structure — having a more professional provider [like Paychex] was really where that started.”

Prior to Paychex

When Interior Plant Scapes’ small payroll vendor became completely unreachable during a pay cycle (no phone, no email) and a subsequent hurricane destroyed many of the company’s paper records, leadership faced a sobering reality: critical payroll and employee data were vulnerable, inaccessible, and unsupported. For the 43-year-old business built on trust with its employees, that risk was no longer acceptable to the owners.

Partnership with Paychex

Interior Plant Scapes gained a trusted provider that brings guidance from their dedicated PEO team. The business revamped its performance review process, augmented employee training, formalized its documentation, and saved thousands on workers’ comp insurance. From automated onboarding and digital I-9s integrated with E-Verify to on-demand pay through PayActiv, Paychex helped build the structure, processes, and people-centered culture the company long envisioned.

Challenges

- Manual payroll processes
- Unreliable payroll provider
- Compliance and legal risk

Solutions & Key Features

PEO →

Onboarding →

Online Training (LMS) →



**\$13,000 saved annually
by moving workers’ comp
insurance under Paychex PEO**



Streamlined Administration and Compliance

What once required stacks of printed paperwork is now fully digital. Automated payroll, paid time off accrual, onboarding, electronic document signing, and seamless E-Verify integration through Paychex eliminated manual administrative burden. The move away from manual entry saved almost nine administrative hours per employee.

Reduced Risk with Expert HR Guidance

With vehicles on the road and employees in client locations, Interior Plant Scapes faces significant legal exposure. Their dedicated Paychex HR professional provides responsive, knowledgeable guidance, which led to bringing their workers' comp insurance to Paychex — a move that saved \$13,000 in its first year, including a refund. Additional HR help included structuring compliant hiring practices and performance improvement plans.

Retention: Benefits and Tools

By pairing access to benefits and medical options with on-demand pay through PayActiv (now used by nearly half of hourly employees), Interior Plant Scapes reduced financial stress for its workforce and strengthened trust, directly supporting retention in a tight labor market.



A True Partnership

A relationship with Paychex goes beyond handling audits, handbooks, or job descriptions – it's a truly consultative partnership focused on helping businesses succeed.



Janine DeChristopher, General Manager

"I love to celebrate wins with Mariah and the PEO team. It's really those people that have made me a fan of Paychex."

Build Your Success with Paychex

Explore how Paychex PEO supports your HR, compliance, and training needs as it does for Interior Plant Scapes.

[Discover Our PEO](#)