



Building Success: Flora-Bama Leverages Technology to Run Smarter

Size: Varies (300 to 1,200) | Industry: Hospitality/Restaurant and Entertainment



Amanda Dickens, HR Director, *Flora-Bama*

"From FMLA to workers' comp, having that support means that as long as we do our part correctly, we know we're covered."

Prior to Paychex

Flora-Bama Enterprise — operator of 14 hospitality-related properties along the Gulf Coast — had an HR function built on paper-based processes, disconnected systems, and manual data entry. With 1,200-plus employees at peak season and nine entities spanning two states, the organization was outgrowing its legacy approach. PTO requests moved through paper forms to Google calendars. Payroll was hand-keyed location by location. Safety and compliance were largely reactive.

Working with Paychex PEO

Flora-Bama now runs on a fully integrated Paychex PEO platform — connecting HR, payroll, onboarding, applicant tracking, compliance, and safety into one ecosystem. Spearheaded by Relationship Manager Lisa Barton, HR Business Partner Roberta Harris, Payroll Specialist Cassie Carter, and Risk & Safety Representative Jim VanDuzen, the Paychex PEO team functions as a true extension of Flora-Bama's HR staff. The result: more time for strategic work, measurable cost savings, and a culture built on data-driven decisions.

Challenges

- Manual, paper-based process
- Disconnected HR, payroll systems
- Time-consuming data entry
- Reactive approach to compliance

Solutions & Key Features

PEO >

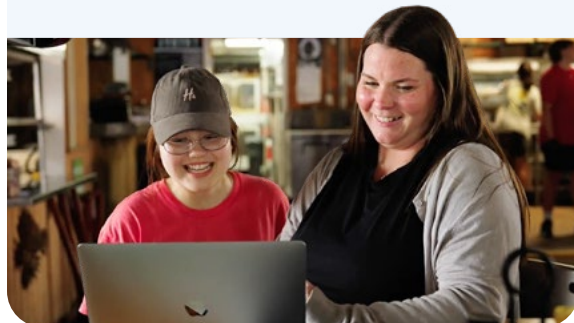
Applicant Tracking System >

HR Analytics & Custom Reporting >

ACA Reporting >



100 hours saved — one hour per employee, per request — after switching to online PTO approval



Integrated Payroll, Time Management

Flora-Bama processed payroll manually — location by location, line by line. Between multiple time clocks and hand-keyed tip pools, payroll was one of the most labor-intensive weekly tasks. Payroll Specialist Cassie Carter helped modernize the approach, transitioning them to web approval, and a payroll import via template upload is set to eliminate hours of manual entry.

Compliance, Audits, and Reports

Flora-Bama has prioritized Affordable Care Act (ACA) compliance, and the Paychex team has added measurable value in this area. Custom reports are generated to ensure the business has the data available to avoid ACA penalties. Additional audits for workers' comp and payroll have identified and helped correct worker classification errors, enabling Flora-Bama to remain compliant.

A Relationship Exceeds the Platform

Monthly internal meetings coupled with client-facing status calls and written action plans ensure that everything is covered, from a last-minute payroll run for a newly acquired client ID to proactive alerts about upcoming minimum wage changes to producing special data reports that help position Amanda as a strategic leader.



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.



Amanda Dickens, HR Director

"Cassie, Roberta, Lisa, and Jim have knocked it out of the park. It would look very different around here if we didn't have Paychex."

Build Your Success with Paychex

Learn how our technology, process improvements, and strategic input support businesses like Flora-Bama.

[Get Started](#)