

Triumph Hotels

The real life benefits of working with a PrimePro.



COMPANY BACKGROUND

Triumph Hotels is a collection of six historic hotel properties in New York City. Triumph has been family-owned since the late 1950s and today employs several hundred hospitality professionals. The Triumph collection of hotels includes: the Cosmopolitan Tribeca Hotel (the longest running hotel in NYC), the Chandler New York Hotel, the Iroquois New York Hotel, the Washington Jefferson Hotel, the Nesbit Hotel and the Hotel Belleclaire. Each of these properties offers great history and a unique perspective within the Big Apple. Triumph Hotels is an affiliated member of the Small Luxury Hotels of the World. <http://www.slh.com/>

BUSINESS ISSUE 1

Secure a payroll administration system that is reliable and easy to use

“With hundreds of employees operating in multiple locations, selecting a payroll provider that made payroll easy yet accurate was my number one goal” said Lucy Sun, Director of HR for Triumph Hotels. Triumph’s prior payroll provider offered many disparate systems and often times generated payrolls with significant errors. Setting up new entities was also challenging and required a significant amount of effort and time from Triumph. “Having the same person I work with week-in-week-out is amazing. It takes just one call to set up a new property with PrimePay. I have worked exclusively with Paul at PrimePay for more than 7 years and he really knows the needs of our business” Lucy went on to say. PrimePay’s SAAS solution for payroll is easy to use while providing a robust level of functionality that offers the client the ability to choose the level of detailed reporting that best suits their needs.

BUSINESS ISSUE 2

Accurately capture, track, report and pay employees for time worked

Triumph’s growth began to rocket in 2005 as they added new properties to their luxury collection. They grew from a small business to a mid-size enterprise and in doing so experienced the pains involved with administering payroll for a large number of employees spread across multiple locations. “Keeping track of time cards and records was a full-time job,” said Lucy Sun. She went on to say “the manual tracking,

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for Triumph Hotels.

BUSINESS ISSUE 2 (CONTINUED)

input and recording of hours worked became a burden as well as a draw on HR resources.” PrimePay’s fully integrated Time and Labor Management (TLM) solution has eliminated the manual collection, reporting and tracking associated with time and attendance. PrimePay’s TLM solution captures hours worked, calculates each employees pay, tracks paid time off, and seamlessly integrates with payroll. PrimePay’s full TLM solution also has a robust employee scheduling functionality called ReadySetWork that is embedded within the solution. Now a business can schedule, track, record and pay their employees all with a single entry saving time and money.

BUSINESS ISSUE 3

Recruiting and retaining quality talent

“The NYC area is highly competitive for top hospitality talent. Competitive wages and benefits are necessary in order to compete successfully for this talent. As we began to grow and our need for skilled human resources increased we identified key benefits that appealed to our prospective pool of candidates” said Lucy. One of those benefits was a 401(k) offering to employees. PrimePay offers a comprehensive suite of retirement plans including: 401(k), defined benefit pension, profit sharing, SIMPLE IRAs, 403(b)s and 457s. A PrimePay Advisor works with the business to identify which plan best suits their needs and then implements that plan accordingly.

SUMMARY

Providing a single point of contact to each PrimePay client allows us to understand their needs in depth and develop a trusted advisor-type relationship. Through the development of this relationship we are able to take a holistic view of their business and present recommendations that solve specific issues while being able to correlate the associated ROI resulting in the implementation of that solution.



FOR MORE INFORMATION AND ADDITIONAL CASE STUDIES, VISIT WWW.PRIMEPAY.COM
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