

Highway Safety Corporation

with PrimePay since 1989



MANUFACTURING



GLASTONBURY, CT

91

EMPLOYEES



PAYROLL

PrimePay and Highway Safety Corporation—a nearly 35 year relationship built on trust, commitment to precision and extraordinary personal service.

Company Background

Highway Safety Corporation (HSC) has served the highway construction industry for over forty years. They are a major manufacturer and supplier of highway guardrail products, end terminals, bridge rail and overhead sign structures. In 2000, they became **American Institute of Steel Construction (AISC) Certified**. This allows them to manufacture many types of engineered specialty products such as pedestrian bridges and overhead sign structures. Both of their fabricating plants in Glastonbury, CT and Marion, OH have hot dipped galvanizing plants on site resulting in fast and efficient service.

History

In 1989, Highway Safety Corporation (HSC) sought a more service-focused payroll provider as an alternative to their current national processor. Their

choices were limited at the time to a few companies capable of handling payroll for a national company with multiple locations. HSC made the right choice for the company and their employees and they've never looked back. In 2014, the PrimePay / Highway Safety relationship celebrated their 25th year as "partners in payroll."

Business Issue 1

Improved payroll accuracy and reliability with enhanced communications and more personal attention.

HSC's key driver for change was to get better service, be able to speak with someone quickly who knew them, in order to better communicate their payroll data leading to more accurate, consistent results each week. With PrimePay's dedicated support as a point of contact for all services, they got what they were looking for from their very first payroll, including a partner in Payroll Specialist, Johanne.

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“I feel very reassured in knowing that I can call with any kind of issue or special need and it will be taken care of immediately. Johanne is the best there is. She really knows our company and is very intelligent and accurate. If she’s not available, someone always takes good care of us. Whether I speak with Johanne, a fill-in specialist, a supervisor, manager, or the receptionist, I never get the run-around. That is extremely rare these days and very much appreciated”, said Margaret Satalino, Payroll Manager.

With multiple related payrolls, Margaret relies heavily on Johanne particularly when special needs arise. Quick turnaround on unscheduled payrolls is accommodated with ease and without delay. The opportunity to “talk through” changes is key as well. As a case in point, in 2012 the State of Connecticut mandated a retroactive change in income tax withholding that was extremely complicated and confusing. Johanne helped Margaret and HSC navigate this change compliantly and timely without negative impacts on individual employees affected by it.

Business Issue 2

Evolve and advance services to continue improving workforce efficiencies.

“It’s been great for us to take advantage of your constantly evolving new services that make my life a little easier. I know it’s been available for a long time, but PrimePay’s tax services has been great for us especially in Ohio where we have local taxes. I can’t imagine dealing with that in-house!”

Margaret went on to say how PrimePay’s reporting has always been so clear, concise, accurate and comprehensive and also admits that Direct Deposit and other ACH-related services make her job of funding multiple payrolls that much easier.

Summary

Long lasting client relationships are based upon many things including trust, reliability, and a high level of personal communication. In addition, having the ability to leverage the best technologies to create the right solution for each client adds to the winning recipe that PrimePay has worked hard to deliver. As a key trusted advisor on all their workforce matters, PrimePay will continue to play a key role in the future success of Highway Safety.

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