

## ABOUT PALISADES HOLDINGS, INC.

Palisades Holdings Inc. is a network of companies committed to the fabrication and distribution of high end, specialty alloy products to strategic end use markets.

### BASED IN



LOUISIANA

### INDUSTRY



MANUFACTURING

### EMPLOYEES



250

### PREVIOUSLY USED



## WHEN AND WHY DID THEY LEAVE NETCHEX?

Palisades terminated their original contract with Netchex in October 2019. At the time, they cited several issues, including tax concerns, service response time, and the absence of additional HR technology services (scheduler, learning management, performance management, etc.)

To get them to switch, UKG promised better service and tech "integration" of Benefits, Time & Attendance, and Employee Files (PTO).

## HOW WAS THEIR EXPERIENCE WITH UKG?

Palisades' relationship with UKG got off to a rocky start and never recovered. The install was "horrible," and after a year, the implementation was still not complete.

They were still experiencing significant issues with taxes, PTO tracking, and benefit deductions were not being captured correctly, as well as inaccurate and lack of custom reporting requirements. High turnover amongst service reps also led to frustration and overall disconnect.

## NETCHEX SERVICES

- Payroll & Tax
- Time & Attendance
- Benefits Administration
- Recruiting & Onboarding
- Performance Management
- Learning Management
- Employee Scheduler
- Compensation Management
- Employee Self-Service
- Fillable Forms
- ACA Central
- A.C.T

## KEY REASONS THEY CAME BACK TO NETCHEX

**Service** - They were invited to spend the day with our Service Director, Client Service Manager, Tax Manager, and their Service Team. They outlined previous concerns and a plan was made to move forward with a true partnership between client and provider.

**New Modules & Updates** - Since Compliance and Employee Efficiency were top initiatives for 2022, they added ACT, Compensation Management, and NetScheduler. Additionally, the Client continued to praise the system for its simplicity and ease of use.

**Commitment to Earn Business Everyday** - This was accomplished through:

- Weekly meetings to review new technology and how it would make an impact.
- Providing resources via a monthly newsletter to inform them of any HR changes at the State and Federal level.
- Sharing best practices from other clients, specifically a leadership training book called "It's the Manager."