



## Paycor's HR Solutions and Service Have Tom+Chee Smiling

"One of the things we like about Paycor's software is that it lets us focus on what we do best. For every HR challenge we had, Paycor offered a recommendation."

**TOM+CHEE™**

## 1 CHALLENGE

Originally founded in 2009 in a small tent on Fountain Square in Cincinnati, Ohio, Tom+Chee wanted to recreate the nostalgic childhood memory of biting into a gooey grilled cheese sandwich and sipping a warm cup of tomato soup on a cold winter day. Seven years later, Tom+Chee has grown at a tremendous rate, thanks to persistence, increased exposure and unique menu items that have created a loyal following of grilled cheese enthusiasts. Mixing classic comfort food with fresh ingredients, healthy alternatives and a flair for the unexpected, Tom+Chee boasts 31 franchises across 16 states and is achieving its dream of becoming the most loved grilled cheese brand in the nation.

Though Tom+Chee has become a can't-miss food destination and appeared on shows like Shark Tank and Man vs. Food Nation, the restaurant was a little fish in a big pond in its early days. To support Tom+Chee's dream of growth, Director of HR Jenny Rachford understood

they needed to establish repeatable processes. She also realized that to ensure a successful franchise model, saving time managing employees and choosing the right HR and payroll partner were top priorities. When their previous payroll provider struggled to eliminate repeated errors and inaccuracies, Jenny knew it was time to look elsewhere. "When we ran payroll, there was always an employee who would not get paid," Rachford said. "We would bring errors to the attention of our specialist, who would then be unable to identify a solution, explain the root cause of the problem or reassure us that the issue would not happen again."



#### WHAT PAYCOR PROVIDES FRANCHISES:

- Hiring & Onboarding
- HR & Benefits Administration
- Payroll & Tax Compliance
- Reporting & Analytics
- Brand Integration
- Franchise Client Service Team

## 2 SOLUTION

After evaluating a number of providers, Tom+Chee found the perfect match in Paycor's HR, payroll, time and onboarding solutions. Not only did Jenny discover that Paycor's online payroll solution Perform was very easy to navigate, but she was able to quickly train her employees on the platform. "Paycor provided tools, webinars and in-person training that I was able to take to my management team. It enabled me to empower them to use the solution in a matter of days," says Rachford. Paycor's robust HR solution also enabled managers to easily maintain employee records, track hours and manage time off requests in one location, replacing Tom+Chee's previous method of maintaining paper files and spreadsheets.

Tom+Chee also faced the challenge of improving their business processes and efficiency when onboarding new hires. When new hires arrived for their first day, managers printed multiple forms and documents for employees to review and sign. This created endless stacks of paper for managers to file manually. Now with Paycor's Onboarding solution, new hires complete paperwork prior to their first day and managers can easily access data electronically instead of relying on paper files.

## 3 RESULT

Since partnering with Paycor, Tom+Chee has more time to create the fancy grilled cheese donuts its loyal customers crave. Business leaders can also actively seek new franchise locations because they are confident in promoting Paycor's technology to new franchisees. But it's not just the time-saving HR solutions that have impacted Jenny Rachford and her business partners—Paycor's team-based approach and commitment to building a relationship with Tom+Chee made all the difference. "Switching providers is not easy, but Paycor and our implementation specialist were wonderful. She took the time to understand our specific business needs and always kept us updated throughout the transition. This really put us at ease throughout the entire process." Just as tomato soup is the perfect complement to grilled cheese, Paycor is the perfect business partner for Tom+Chee.

"Paycor's Onboarding software is the biggest plus for us. The ease with which we are able to train our managers has made a huge difference and saved us time!"

– Jenny Rachford, Director of HR Tom+Chee

