

Bare Escentuals Enjoys World Class Customer Service with Ascentis Payroll

Bare Escentuals®, a nationally-respected and fast growing line of mineral-based cosmetics and skin care, has been a client of Ascentis since 2008, and uses the Ascentis Payroll solution. Lesli Hoerle, Bare Escentuals payroll manager, spoke to Ascentis about her experiences with the product and service.

Hoerle has a long history in the retail industry and has used many leading payroll products, including an in-house MSA payroll application, ADP®, Paychex®, Ceridian® and ProBusiness, which was acquired by ADP. When she began working for Bare Escentuals, she did not have any history or experience with Ascentis products or services. "I wanted to establish a strong relationship with our payroll partner, and I was pleasantly surprised that they in turn, wanted a strong business partnership with me," remarked Hoerle.

Within a few weeks of Hoerle's hire, two key Ascentis account managers traveled from California to Ohio to meet with Hoerle personally to discuss Bare Escentual's payroll needs and Ascentis' application and services to discover how they could provide her with optimal service and support.

"This was such a refreshing change of pace. My experience with very large payroll providers was that they didn't have much time for individual customers, let alone send out two of their most accomplished payroll professionals to meet with me in person. The fact that they listened to my concerns and showed genuine interest in helping me succeed was very impressive," said Hoerle. "Over the course of time, more than a year later, we have expanded our working relationship to include other Ascentis representatives from other areas of the business and their desire and ability to meet our needs continues to grow rather than wane as is often the case as business relationships lengthen over time."

Flexibility and responsiveness are key metrics for Bare Escentuals

One of the most critical benefits of working with Ascentis Payroll is the company's ability to address issues and concerns when they arise, and to make needed changes and adjustments in the system so that it becomes finely tuned to customers' needs.

"Other payroll providers have a much harder time making changes, and tweaking the system to better support the needs of my business. With Ascentis, all I have to do is get on the phone and explain to them where I need their help in making changes. Elissa Hinze, Ascentis payroll client support manager, is always happy to help me, and never gets impatient or exasperated even when we ask her to make multiple changes and refinements in a short period of time," Hoerle observed.

Because of Ascentis' drive to provide the best customer service in the industry, the company makes requested changes quickly, and for Hoerle, it's "worth its weight in gold." The agility that Ascentis provides means that Hoerle can make "wish list" requests and usually the request is fulfilled within days. "I might say 'I wish the system could do this' or 'I wish there was a report for that,' and the next thing I know, it's there! Ascentis provides the best payroll support I've experienced in my 20+ years on the job," noted Hoerle.

Ascentis provides assistance in multiple areas of payroll functionality

One of the biggest challenges that Ascentis was able to help Bare Escentuals address was tax issues. "When I started working here, there were many pending

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tax issues from legacy processes, and Ascentis dived right in with me and helped me sort it out," Hoerle said. Specifically, Bare Escentuals needed help with state unemployment tax rates, and dealing with prior company names as they relate to tax filing. "Ascentis has been a great business partner in working with us to get all of our tax issues resolved, and helps us get our tax filing done accurately and on time. Ascentis is able to handle everything we throw at them, and so far, there doesn't seem to be any limitation on what they can do with payroll support," commented Hoerle.

Bare Escentuals uses PeopleSoft® for their HRIS, and multiple 3rd party time-keeping systems. Ascentis Payroll imports data from several systems into payroll, and processes the information accurately. "We actually use different collection platforms for our time-keeping requirements, and Ascentis has no troubling importing from many different sources and managing the data accurately. It's been a great relief not having any issues with collecting time data, as we have many employee types that rely on disparate systems to collect their time information," Hoerle said.

Bare Escentuals appreciates the support from all levels of Ascentis

Overall, Hoerle experiences a much higher level of customer satisfaction with Ascentis than she has with prior payroll providers. "Other companies usually complain about having to make changes on the system,

or they simply cannot be responsive. Not Ascentis. The team just 'rolls with us' and helps us continually optimize our system every step of the way. Their focus is helping our business run more smoothly so we can focus on our core customers and growing our market share," noted Hoerle.

Hoerle has also enjoyed unprecedented access to senior management at Ascentis, and has a great working relationship with Ascentis CEO Les Goldstein. "Les has always been happy to talk to me and ensures that Ascentis is providing me with everything I need to do the best job I can. I'm never made to jump through hoops, wait on hold, or otherwise feel side-lined. I feel like I have an active dialog with every level of the organization," commented Hoerle.

A trusted business relationship based on expertise makes the difference

Hoerle concludes, "Business relationships are very important to me. From day one of our relationship, the folks at Ascentis made sure they worked hard to develop an active, meaningful dialog with me. I cannot tell you how much I appreciated their efforts. And the fact that the Ascentis team understands payroll inside and out makes me feel very comfortable. I know that they are consummate professionals in the industry and augment my department so that we offer the most comprehensive, and cost effective, payroll solution to my company," concluded Hoerle.

For more information about Ascentis HRIS and payroll solutions, call 1.800.229.2713, visit www.Ascentis.com, or e-mail info@ascentis.com.