National Council On Aging Retires Labor-Intensive Payroll Routine

Putting Captricity's pioneering data capture and transformation technology to work for seniors

Captricity

Customer Success Story

THE INDUSTRY:
Nonprofit

THE PROBLEM:
- Need to improve bi-weekly payroll processes
- Need to increase the efficiency and transparency of payroll system
- Need to optimize audit capabilities

THE SOLUTION:
Captricity's cloud-native Data-as-a-Service platform rapidly and accurately captures and digitizes paper-based timesheets

THE ROI:
- Reduced payroll processing time
- Reduced the time it takes to enroll participants in the workforce
- Increased the speed and accuracy of annual audits

INTRODUCTION:
By harnessing the power of automated data capture and transformation in the cloud, the National Council on Aging (NCOA) has been able to dramatically reduce the time spent on payroll processes while reducing turnaround time, maintaining accuracy and making audits cleaner and more convenient.

NCOA is committed to helping Americans over 55 meet the challenges of aging. With a stated mission to improve "the health and economic security of 10 million older adults by 2020," helping mature workers find and keep jobs is a key aspect of this imperative.

The organization manages part of the **Senior Community Service Employment Program** (SCSEP), a Department of Labor program designed to help older Americans update their job skills and secure gainful employment. The program is administered at offices throughout the country; new hires are trained through an on-the-job experience program and are paid by NCOA for the duration of training. The existing data input routine caused what Daniel Dennis, NCOA Associate Director of Systems Integration, describes as a "bi-weekly crisis."

Multiple Batch Uploading Adds Operational Speed Without the Need for Additional Staff

To keep pace with the number of timesheets being processed through multiple SCSEP offices in different time zones, Captricity developed a customized intake system that uploads forms five times a day. The automatic multiple batch intake system prevents bottlenecks, and requires no staff intervention.

Before adopting Captricity, handling payroll required a solid five days to just enter and upload data — leaving no time to identify and correct bad information. Errors were identified after input and corrected in the next pay cycle. NCOA worked closely with Captricity to rebuild their data capture and transcription routines. Now, Captricity securely captures their timesheet data and integrates it with Salesforce in a seamless process that requires minimal staff involvement.

"The Captricity solution has made our annual Department of Labor audits much easier. Now we can just point the auditors to the digital files. It's a major savings of time and effort for our staff."

Daniel Dennis
NCOA Associate Director of Systems Integration

NCOA + Captricity = Unprecedented Speed and Accuracy

Captricity's pioneering data capture technology was central to NCOA's rebuilding of the payroll process.

Eliminating Manual Data Entry Sends Error Rates Plummeting as Labor Savings Rise

"We were onboard with Captricity from a very early stage," said Dennis. Because NCOA receives federal funding, every year the organization goes through a rigorous auditing process. "The Captricity solution has made our annual Department of Labor audits much easier. Now we can just point the auditors to the digital files. It's a major savings of time and effort for our staff."

Dennis adds, "We were extremely impressed by the accuracy levels, especially since we have hundreds of forms to keep track of." NCOA leaders also appreciate the time and labor savings associated with not having to process and file paper documents. "Another reason we chose Captricity is scalability. This federally-funded program needs to be as agile as possible," he says. Because the number of people over 55 who are expected to re-enter the workforce in their retirement years is on the upswing, a scalable data capture solution will enable NCOA to efficiently manage fluctuations in participants. Migrating to modern data capture technology may even help the program to grow. "Using Captricity, we've freed up enough time to accept more participants," Dennis added.

The ease, speed and accuracy of Captricity's intuitive

NCOA'S PAYROLL FORM PROCESS
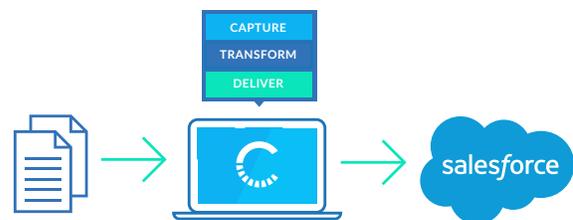
and secure SaaS solution impressed NCOA from the beginning. Scanned timesheets are uploaded into designated folders securely hosted in the cloud via Amazon S3. The images are automatically extracted from each folder and uploaded to Captricity. Deep learning algorithms sort and capture the data from all of the timesheets quickly, securely and with over 99.9 percent accuracy.

Captricity's pioneering web-based architecture and API allows it to seamlessly integrate into existing workflows. An easy-to-use interface makes customization fast and simple, and 100% HIPAA compliance ensures that all data remains secure. By eliminating manual data entry, Captricity is saving NCOA thousands of worker hours and adding accuracy and security to a time-consuming, extremely detail-rich component of their business processes.

A Model Process

Organizations like NCOA that serve our citizens, much like non-profits, NGOs, and government agencies, frequently attempt to perform miracles with limited financial and human resources. With help from Captricity's league-leading technology, not only has NCOA redesigned a chaotic set of processes under these restraints, but they have developed a model process for other similar organizations to learn from and adopt. By reducing the amount of human intervention required for data-heavy payroll, program directors and auditors have the time they need to find and solve issues on the spot, without rolling unsolved problems into successive pay periods. By delivering clean, usable data, Captricity is helping to move NCOA — and other organizations like it — into the digital age.
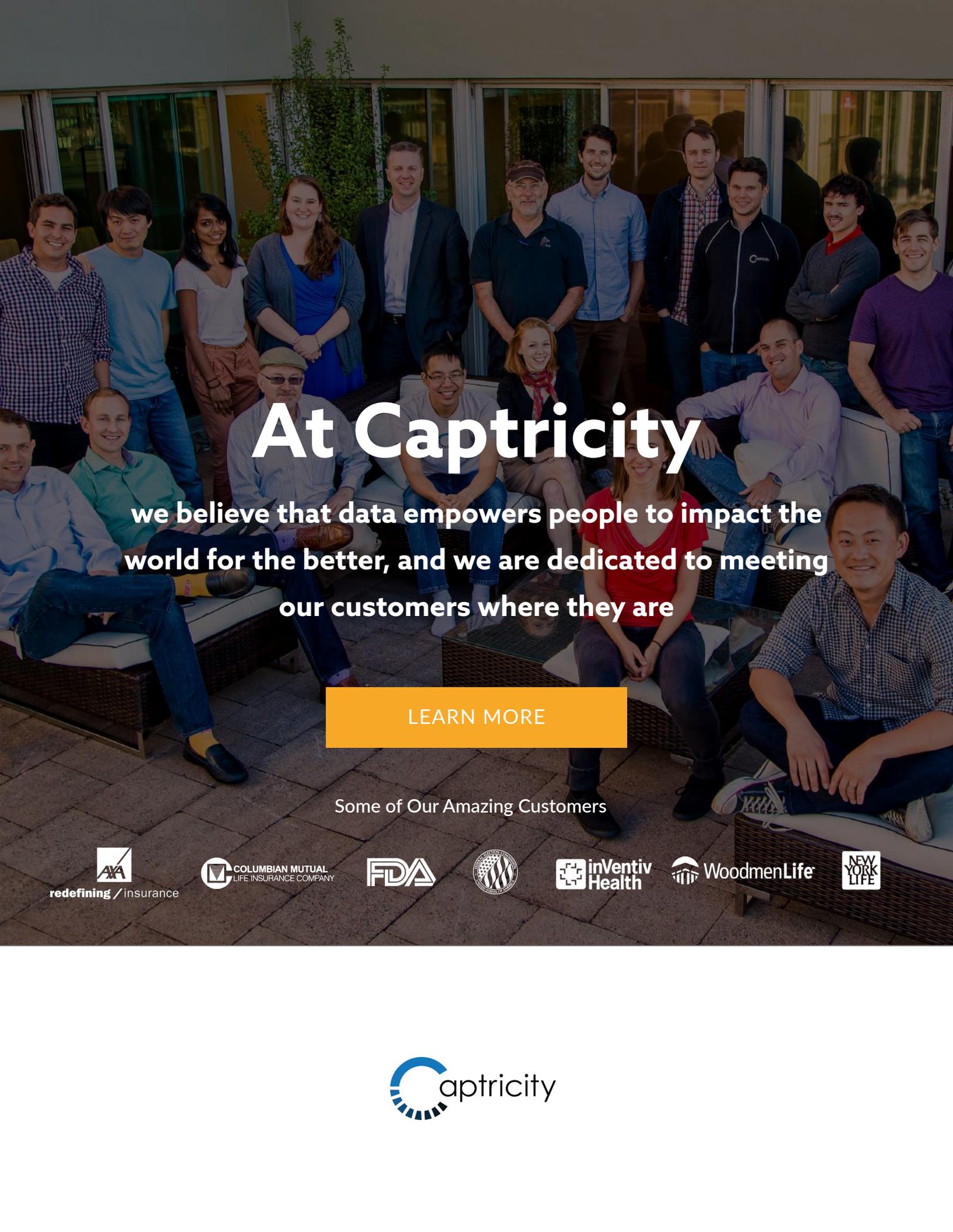
At Captricity

we believe that data empowers people to impact the world for the better, and we are dedicated to meeting our customers where they are

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Some of Our Amazing Customers

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