

PAYROLL & BENEFITS

Payroll Could Not Wait for the Org Chart to Settle

How a nonprofit protected payroll and benefits continuity through a concentrated HR transition.

Client snapshot

A community-focused nonprofit with approximately 140 hourly and salaried employees and a biweekly payroll schedule.

The problem: Several HR transitions, one immovable deadline

The organization was losing its head of HR and payroll processor while its HR generalist prepared for leave. Other HR priorities could be sequenced. Payroll could not.

Employees still needed accurate, timely pay. Timecards and missing punches required review. Benefit and retirement-plan eligibility had to be managed carefully. The organization needed an experienced partner who could assume responsibility quickly without creating more disruption.

The solution: Stabilize continuity, then strengthen the process

PPR learned the payroll process through two working cycles: observing one payroll, then processing the next with the outgoing team member observing. PPR then assumed responsibility for the biweekly process, approximately 26 payroll cycles each year, while also providing broader HR support.

Once continuity was secure, PPR documented procedures and reporting, established recurring action items, partnered with finance leadership on a reliable audit process, educated supervisors about timecard review, and organized benefit eligibility, enrollment, terminations, and invoice review.

Support beyond payroll

Support expanded through open enrollment, retirement-plan changes, employee benefits questions, HR strategy, and employee relations. PPR preserved what worked, strengthened what did not, and improved the process over time.

The impact: Reliable payroll without losing organizational context

The organization gained consistent payroll administration and benefits support for approximately 140 employees. Payroll and benefits no longer depended on knowledge held by one person.

- Documented payroll and benefits processes
- Stronger review and audit practices
- Responsive support for employee questions
- More leadership capacity for other business priorities

Employees gained continuity and leaders gained confidence that critical work would be handled by a team that understood both the technical requirements and the organization itself.

The takeaway

Payroll is not simply an administrative transaction. It is a recurring business process that affects employee trust, financial controls, compliance, and leadership credibility every pay period.

The right payroll partner combines accurate execution with organizational context. That is especially important during growth, relocation, consolidation, or leadership transition, when payroll cannot afford to become another point of instability.

“Outside expertise. Down-the-hall support.”

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Protect the work that cannot wait

If payroll and benefits depend too heavily on one person, or an HR transition is putting continuity at risk, PPR can help. Our managed payroll services combine accurate execution, responsive support, and practical process improvement through the same team that understands your broader people operation.

Schedule a consultation with PPR