

# The Arnold Companies turns to Align for rapid support



## Client situation

- TAC lost their payroll administrator midway through their UKG project and needed experienced resources asap.
- There was a backlog of unaddressed or unresolved cases and service requests with UKG.
- TAC was also in the middle of handling some divestures and three new FEIN setups.



## Solution

- Align provided knowledge transfer and support to cover for the missing payroll administrator.
- Align helped triage cases and service requests to expedite resolution
- The team completed configuration of new companies.
- Align completed bank testing of 3 new accounts and also assisted when TAC chose to leave Citibank and move to another bank



## Results

- TAC experienced a seamless transfer to their new banking relationship
- Align configured 3 new companies and helped with knowledge transfer and empowerment of their new payroll administrator
- TAC's UKG solution is now fully integrated with benefits

## Client spotlight



- 750 employees
- Diversified investment company
- Dallas, TX

Tags: UKG Pro, Services & Distribution, Staff Augmentation

