

Leading service provider of power and technology systems

Client profile

Wachter is the leading national solution and service provider of electrical, data, communications, automation and other complex building systems. They offer businesses the technical expertise and support they need to gain a competitive edge by increasing productivity, lowering operational costs and streamlining internal processes.

With its headquarter located in **Lenexa, Kansas**, Wachter, Inc., has multiple operations in locations across the United States.



Goals

- Upgrade from AX2009 to AX2012
- Implementation of Microsoft dynamics AX - certified payroll add-on.

Industry

Technology services

Country

United States

Customer size

1400 employees

Previous challenges

A company's growth demands efficient and improved processes. As Wachter's business needs became more demanding they understood it was time to upgrade as the AX2009 version no longer fit their needs. Wachter decided a new ISV solution was required to handle their complex payroll processes.

"Running payroll on AX 2009 was very time consuming" says Sara Fry, Accounting Manager. Partnering with CEM Business Solutions was an important step in the process. CEM understood Wachter's needs and provided a solution that will not only save them time but fulfill their Certified Payroll needs.

While considering a new solution Wachter needed to ensure their partner met their specific payroll needs. Certified Payroll has numerous compliance policies that require a more complex payroll system than AX provides. Among these are the policies governing wages across projects. This new system needed to manage the shifting wages of their prevailing wage employees.

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Issues faced during implementation

Wachter is a nationwide company with presence in all 50 states. As such, they are required to be compliant with every state's local taxes. This results in a very complex payroll even without considering the prevailing wages. Due to their various locations there were many tax issues that needed to be resolved. CEM worked with Microsoft to get hotfixes and ensure their payroll ran accurately.

Wachter has a large workforce and therefore greater requirements. In addition to their challenging payroll calculations, they needed a system that offered them the ability to generate payroll on time. Originally the system was taking too long to process payroll, but CEM worked to drastically reduce the time it took for the system to run their 1,200 employees.

Selection process

After Wachter decided to upgrade, they knew they needed to find a way to replicate their Certified Payroll customization. Wachter's upgrade partner reached out to CEM and saw CEM had the capability to handle the payroll implementation. CEM showed Wachter their certified product and felt it was good fit. In the end, it made sense to go with CEM due to our experience and our Certified Payroll add-on capabilities.

Wachter has two types of payroll. They have salary employees with standard payroll and field employees, some of which require Certified Payroll. It was important that the system Wachter chose to handle their payroll met their standard payroll and Certified Payroll requirements to the fullest.

With CEM's hard work and Wachter's exceptional team, CEM was able to successfully deliver a payroll system that fulfilled all of Wachter's needs. All 1,200 employees are processed using project timesheet and paid through the payroll add-on.



Process enhancement

Upgrading from AX 2009 to AX 2012 enhanced the entire payroll process for Wachter. There is a 40% reduction of processing time after all optimization was done.

The 2009 version "took several days to process payroll. In 2012 all the processes are much faster. We are able to get the payments out in one day.", stated Sara Fry, Accounting Manager.

The upgrade to a newer system helped reduced the cost of supporting an outdated software. The upgrade to 2012 has not only saved Wachter time, but reduced the company's cost.

Experience working with CEM

"Our upgrade has been a long road, but we're finally live! I appreciate CEM's efforts, expertise and partnership. I wanted to express my gratitude for your support. We couldn't have done it without you." said Mark Hufford, IT Director. Wachter is now live with AX 2012.

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