



INDIAN JEWELERS SUPPLY

New Mexico-based Indian Jewelers Supply Company is an Employee Stock Ownership Plan (ESOP) business with more than 30 employees. It is a supplier of high-quality precious metals and has metal fabrication and casting divisions. Founded by M.L. Woodard in 1943, the successful company works with Native American tribes on their custom-made designs as well as with hobbyists, other craftsman and resellers in the jewelry industry.

CHALLENGE

Jack Dill, president, CEO and CFO of IJS, takes a hands-on approach to IJS's payroll and HR issues. For Dill, it is imperative that the small company has efficient, easy-to-use human resources tools in place for all of IJS' employees without these tools putting too much strain on the company's finances, manpower and time. However, ISJ had been experiencing many issues with its payroll administration system.

Its payroll provider didn't have a check-printing solution and IJS workers had to keep their own paid time off and sick-time accrual rates. The vendor didn't develop a reporting system, so an IJS worker had to remain in HR mode constantly. Yet despite these inefficiencies, IJS was paying its vender a hefty fee and was still picking up much of the work it was paying the vendor to do.

SOLUTION

The solution Triton presented was one that specifically focused on small businesses with small-to-nonexistent HR departments and which need to concentrate more on growing than on busy administrative tasks. It has one source for all of the payroll and HR needs small businesses must keep track of, such as employees' application information and performance data. Triton's payroll and HR solution is also able to help small businesses ensure they remain in compliance with labor laws by providing guidance on these matters. All of these benefits come with 24/7 support every day of the year and a mobile interface.

RESULTS

IJS was able to see the benefits of switching solutions immediately. Triton's sales team told IJS it would be able to provide a simple, intuitive solution with the support of a great team, and Dill says he thinks Triton was able to deliver these benefits and more.

IJS was concerned data would possibly be lost during the transition to the new system, but Dill says they were surprised just how quick the implementation time was and how clean the data that was uploaded was. IJS was able to better organize its administrative tasks, saving time and money, and the company's HR professionals saw their time spent on tasks dwindle to just 10 percent of what they had been previously spending. Now payroll is accomplished in only 10 to 15 minutes, and Dill says they haven't had an error in their payrun yet. The company can even receive complimentary custom reports a few times a year.

Dill feels as if the burden of the company's payroll and HR is off of IJS's shoulders and that they have found a true partner. In fact, Dill notes one of the elements that sets Triton apart is its customer service. Triton has met every deadline it has set, and IJS has been able to see its front-end time drop because the implementation team and the company's customer service has gone above and beyond for IJS. Dill says IJS has started to grow because of partnering with Triton, and the company has even started using Triton's workers' compensation service.

"In terms of the real impact, we now have a solution that is simple, easy to use, it's intuitive and I no longer have to invest in back-end payroll," Dill says. "[Instead, we] can use that money in the sales. [We] plugged those dollars in elsewhere and it works."



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