

Case Study

A decision to switch payroll platforms results in more clients and increased revenue, without adding staff



Changing Payroll Platforms: A Strategic Leap for 3X Business Growth for Sharp Payroll Service

Customer Profile

Matt Contardi is President of Sharp Payroll & Bookkeeping Service in Brick, NJ. Sharp Payroll provides payroll, tax, accounting and bookkeeping services to mostly small businesses (50 or less employees) in the state of New Jersey.

Business Challenge

Inefficiencies and costs associated with their payroll software platform prevented them from adding new payroll clients and increasing revenue.

Sharp Payroll started as a small bookkeeping operation that grew slowly and organically to about 100 clients in about 7 years. The firm did very little payroll during that time. When Matt Contardi, President, joined the firm, he recognized the growth potential of including payroll services in their offerings. "We saw an opportunity to take clients that were using ADP or Paychex and switch them to our more personalized service. We started growing rapidly, and now we've quadrupled in size over the last 6 years," explained Matt.

Halted Growth

During the first two years focusing on payroll, Sharp used QuickBooks software to process clients' payroll. "It was really cumbersome and difficult to navigate between clients. We had to upload and back up company files to a shared folder, and even simple payrolls would take 15 to 20 minutes. Direct deposit was \$2 per transaction," said Matt. The inefficiency of the platform made it nearly impossible to grow a profitable payroll business.

The Lightbulb Moment

One day, Matt was reading through an accounting magazine and saw an ad for an IRIS payroll software platform. Curious, he reached out to IRIS to find out more. "Once we received a demo, it was clear to me that the IRIS software was very intuitive and easy to learn, making it easier to bring on new clients. The customer service team was very patient with us while we were learning this new software and converting the 100 clients that we had at that time," said Matt.

"I'm a very satisfied customer. I would shout from the mountaintops how great Payroll Relief is, and how it's completely helped us to get to the next level with our business."

- Matt Contardi, President
Sharp Payroll Service, LLC

Case Study

A decision to switch payroll platforms results in more clients and increased revenue, without adding staff



Greater Efficiency Leads to Impressive Growth

The online portal also enabled their clients to access and enter payrolls and employees to pull paystubs and w-2s, not only making payroll more efficient but also providing a better experience for Sharp clients.

"With IRIS payroll software, we've more than tripled the number of payrolls we've processed in the last four years, but we haven't had to add any new employees because of how much the software has simplified the backend of our business. Payrolls can get processed with a click of a button and clients can process their own payrolls remotely. It really has transformed our business and helped us to become much more profitable and streamlined."

- Matt Contardi, President
Sharp Payroll Service, LLC

Right now, Sharp Payroll has two full-time payroll processors, plus other staff members who can jump in on payroll work when needed. "A nice thing about the IRIS software is that it's intuitive and has a short training period. Typically, we can have a new employee fully trained up on the software within a few days, and they're able to actually jump in and start processing payroll within a few hours," Matt explained.

Having ability to pull payroll information from any computer or device is critical. Matt can be at home and log into the IRIS software and have access to all of the client data that he can access in the office. When COVID hit, staff were able to be up and running with no delay in processing. "We could process 99% of our clients seamlessly without printing checks. I've been on vacation in Maine, and been able to process a payroll for a client who reached out to me, or send a client data they needed for a report to share with their accountant," said Matt.

When using QuickBooks, those two payroll employees could only process payroll for less than 100 clients. Now, using the IRIS software, they can process payroll for over 300 clients. "Most payrolls are done with a click of a button. And the amount we pay for the IRIS platform is exponentially less than paying for another employee. That translates right to the bottom line," said Matt.

Competitive Differentiator and Client Retention

Case Study

A decision to switch payroll platforms results in more clients and increased revenue, without adding staff



“Our clients choose us and stay with us for one simple reason: personalized service from a family-run firm. The potential for cost savings is often what brings them to our door, but once they switch to us, they see that we can offer a level of service that goes beyond ADP or Paychex. They get direct access to me and their payroll processing specialist. So if there’s ever an issue, somebody will reach them within minutes,” explained Matt.

However, when using QuickBooks, while the firm was providing clients with a high-level of customer service, they weren’t able to provide all the necessary payroll functionality. “We didn’t have online portals, the ability to do workers’ comp, pay-as-you-go, or to pay child support and other garnishments electronically. The backend support of the software wasn’t fully there,” said Matt. “With IRIS, we now have all of those things and can not only compete with ADP and Paychex, but to go above and beyond them.”

Sharp Payroll now has a **99% retention rate**. Matt can count on one hand the number of clients who left the firm to go to a different payroll service. Almost all of their new business comes from word of mouth and customer referrals. When someone needs a payroll company, they reach out to peers who they trust.

The Potential of a Payroll Business When Using the Right Software

Per Matt, “Offering payroll services is kind of a no-brainer. We have looked into the possibility of maybe having a backup system - to have a handful of clients with another software company. And we haven’t been able to find anything that is capable of doing what IRIS does, that provides the service that IRIS does, and that has the functionality at the price point of the IRIS software.

If you’re an accountant and you’re turning down payroll business, you’re really missing a crucial, very profitable revenue stream for your company. I know a lot of accountants will try and avoid getting into payroll, but I can say from my personal experience, if you do it right, and you use the correct software, you can really make a very nice profit for yourself and for your company. And you can make yourself that much more indispensable to your clients and make them that much stickier. So, if you’re thinking about doing payroll, do it and use IRIS software.”

- Matt Contardi

Case Study

A decision to switch payroll platforms results in more clients and increased revenue, without adding staff



A Software Solution That is Right for YOUR Business

Whether your firm needs an [automated payroll software platform](#) built for accounting firms that does the “heavy lifting” for you or an [highly configurable payroll and HR software platform](#) used by many payroll service bureaus, IRIS has you covered.

With over 40 years of experience in the industry, IRIS has the solutions you need for your business. No matter the size of your CPA Firm or Payroll Service Bureau, or the solution you’re looking for, we are able to help. [Contact IRIS](#) today to find out more about which solution is best for you.



A Payroll Solution for Every Business

One size does not fit all, we have a payroll solution to fit your specific goals and the needs of your clients.



Best-In-Class Technology and Support

IRIS solutions utilizes the latest technology and provides industry leading support needed to increase efficiency and revenue for Accounting Firms and Payroll Service Bureaus.



Solutions to Grow Your Business

Our solutions help you do more with your time, provide services to increase your revenue and combat your competition.