

CUSTOMER STORY

# Breaking Free from a Legacy System to Experience Remarkable Payroll Efficiency



## Overview

First Century Bank is a family-owned bank located in the heart of Tennessee that employs over 100 staff members. They offer personal and business banking services through seven additional locations and pride themselves on a commitment to serving the community.

When their current payroll provider planned to discontinue services at the end of 2023, First Century Bank (FCB) needed to find a modern, user-friendly system capable of meeting their unique requirements as a bank. After searching, they partnered with Greenshades to transform their payroll and HR experiences.

## Challenges

First Century Bank faced several pain points that necessitated a switch in payroll and HR providers. The challenges they encountered included:

- **End-of-Life for Jack Henry:** Before Greenshades, FCB relied on the payroll system within their Jack Henry financial suite. That provider announced the payroll module would reach its end-of-life in 2023.
- **Industry-Specific Processes:** FCB's payroll involves unique industry-specific processes, making it essential for them to find a partner that could configure the solution to align with their needs.
- **Desire for a User-Friendly System:** The antiquated payroll system within Jack Henry lacked intuitive features and user-friendliness, hindering the day-to-day operations of FCB's payroll and HR staff.





## Solutions

After exploring various options and considering factors such as cost, customer service, and integration with the bank, First Century Bank chose to implement following Greenshades solutions:

- **Payroll and HR Plus Platform**

In addition, Greenshades configured the solution with the reports and features needed to work with their unique payroll processes.

## Results

The transition to Greenshades brought significant positive outcomes for First Century Bank. The company was impressed by the dedication and expertise of the Greenshades staff, who went above and beyond to fulfill the bank's specific requirements. These newfound benefits have transformed the bank's operations, empowering them to make informed decisions and drive further success.

- **Enhanced Visibility of Payroll Data:** FCB significantly improved their finance-specific payroll processes with an intuitive dashboard providing comprehensive, real-time information. The ability to view detailed breakdowns of payroll accruals also enhanced many of their accounting processes.
- **Freedom to Prioritize Growth:** Greenshades' user-friendly system automates tasks and streamlines budget building, enabling easier forecasting and improved planning for raises. This newfound efficiency has granted the FCB team valuable time to focus on strategic growth objectives.
- **Increased Employee Morale:** FCB's staff can conveniently manage their pay, enroll in benefits, and perform other essential tasks independently through their easy-to-use self-service portals.
- **More Efficient Time Tracking:** Managing time and attendance has significantly improved, transitioning from a multi-step process to a streamlined operation that now takes mere minutes.

“ We were thoroughly impressed by the transformative results of implementing Greenshades Payroll. The efficiency it brought to our payroll processing experience has been remarkable, and we believe this solution will have a significant positive impact on other community banks as well. Greenshades is a true game-changer, and we're eagerly looking forward to witnessing the ongoing evolution of their payroll solutions within the banking industry. ”

- **Cole J. Parker**  
Accounting Manager/  
Banking Officer

