



Creating a More Connected and Efficient Paycom Environment

Challenge

Catholic Charities Serving Central Washington had established strong adoption of Paycom across its organization, but years of configuration changes and interconnected workflows had created opportunities for greater efficiency. Updates in one area of the system would have unintended downstream effects. This created challenges for the HR and payroll teams as they worked to identify the source of issues and understand how configurations interacted across the platform.

With approximately 500 employees, two related corporations, multiple payroll cycles, and a complex operating environment, Catholic Charities wanted an objective assessment of its Paycom environment. The organization sought specialized expertise to identify opportunities for configuration, address priority payroll and reporting needs, and help its internal teams make more effective use of functionality already available within the platform.

Areas of focus:

- Cross-module configuration and troubleshooting
- Payroll and reporting optimization
- Manual and disconnected HR workflows
- Underutilized Paycom functionality
- Internal system knowledge and confidence



About

Catholic Charities serving central Washington provides help and creates hope for thousands of people each year regardless of religious, social, or economic backgrounds. Catholic Charities is a 501(c)(3) charitable organization, funded, in part, by the State of Washington, federal contracts, the United Way, fees for service, grants, foundations, and charitable contributions.



Industry

Non-Profit
Social Services Agency



Services Provided

HRIS Assessment & Optimization
Support
Strategic Advisory & Training



Platform and Modules

Paycom
HR, Payroll, Talent

Key Takeaways

- Maximized Paycom System Investment
- Improved Cross-Module Troubleshooting & Coordination
- Strengthened Payroll & Reporting
- Expanded HR Workflow Automation
- Built Internal System Confidence



ROCKCREST understood what we were trying to accomplish, helped us work through different priorities, and always gave us options for how we could move forward.

— Angie Mobley, Director, Human Resources



Business Outcomes

ROCKCREST worked with Catholic Charities to prioritize the areas of its Paycom environment creating the greatest operational impact. Through system analysis, reporting, and hands-on troubleshooting, ROCKCREST helped the HR and payroll teams identify cross-module issues, address configuration needs, and better understand relationships across the platform.

The engagement also helped Catholic Charities expand its use of existing Paycom functionality. ROCKCREST supported reporting and payroll improvements, expanded the use of workers' compensation functionality, and prepared more efficient workflows for processes such as performance and disciplinary discussions. By bringing more of these activities into Paycom, the organization is positioned to reduce one-off work, spreadsheets, document updates, and administrative back-and-forth.

Beyond individual system improvements, the engagement strengthened the HR and payroll teams' ability to manage Paycom more effectively. ROCKCREST provided recommendations, explained backend relationships and downstream impacts, and helped internal teams become more comfortable navigating the platform. For an organization that directs approximately 85% of its funding to programs and services, Angie described the speed and efficiency of the work as delivering an immediate return on the investment.



More Efficient HR & Payroll Operations

Targeted Paycom optimization reduced manual effort and strengthened the HR and payroll teams' ability to manage interconnected processes.

“The efficiency and speed with which things were accomplished had an immediate impact. We saw the return on our investment right away.”

— Angie Mobley,
Director, Human Resources

RESULTS

- Improved payroll and reporting efficiency
- Resolved priority cross-module configuration issues
- Expanded use of existing Paycom functionality
- Reduced reliance on manual HR processes
- Streamlined performance-related workflows
- Strengthened internal understanding of system dependencies

