



Electronic Commerce, Inc.  
Solutions in Human Resource Information

# ECI Empower Enables Wisconsin Lift Truck to Implement Paperless Payroll

**Headquarters:** Milwaukee, Wisconsin

**Employees:** 315

**Primary Business:** Wisconsin Lift Truck is one of the largest material handling dealerships in the nation, with 7 facilities across the state of Wisconsin and northern Illinois and representing multiple manufacturers of material handling equipment.

**HR Technology Challenge:** Accessing data through functional and meaningful reporting capabilities, paperless payroll capabilities.

## Client Profile:

Wisconsin Lift Truck Corp. was founded in 1962 by CEO/Owner Otto J. Wolter, in Milwaukee, Wisconsin, in a rented 2-car garage. Initially, the company just operated as a repair shop. Within a few years they grew to build a large facility in Brookfield, Wisconsin, as well as a branch in Green Bay, Wisconsin and started selling new and used lift trucks. As the years went by they continued to grow, selling and repairing equipment, along with offering a large rental fleet with short or long-term rentals or leases.



Today Wisconsin Lift Truck is one of the largest material handling dealerships in the nation, with 8 facilities across the state of Wisconsin and northern Illinois and representing multiple manufacturers of material handling equipment. They have expanded to offer more than fork lift trucks – providing a large selection of construction equipment, scrubbers and sweepers. The company has also added a separate division – Wolter Power Systems – which focuses on power generation and sells and services generators, industrial engines, and energy lighting systems.

Wisconsin Lift Truck has a workforce of 315, including 100 field service technicians and over 30 shop technicians.

## The Challenges:

Wisconsin Lift Truck Corp. had partnered with one of the “big” payroll providers and were very frustrated over the cumbersome process to get relatively simple things done. Tasks such as accessing data through functional and meaningful reporting capabilities were needed.

The company performed web searches for HRIS providers, looking for the right demographic – a provider with a full HRIS offering, experience, a solid software package, and good references. Several vendors were brought on site to demonstrate their software during the search process.

### ECI

2810 Dexter Drive  
Elkhart, IN 46514  
(574) 970-4400 or Toll Free (800) 320-9530  
[www.ecipay.com](http://www.ecipay.com)



### Wisconsin Lift Truck

Wisconsin Lift Truck  
3125 Intertech Drive  
Brookfield, WI 53045  
(262)781-8010 or Toll Free (800) 236-2379  
[www.wisconsinlift.com](http://www.wisconsinlift.com)

## The Solution:

It started with an initial meeting with ECI's Sales Executive. The company had pages of requirements, files of reports, and compatibility concerns – all of which ECI was able to match. "Unlike all the other vendors we invited in, his first visit did not include a demonstration. He made an initial visit to find out more about us – he asked meaningful questions so that he could determine if ECI was a fit and so that when he did demo the Empower product he had done his homework to make sure the demonstration touched on the things that mattered to us. Right off the bat, we felt we were dealing with a professional group, a unique group. ECI presented a competitive bid and projected a confidence in their ability to meet all of the requirements. With each point of contact, our feeling that ECI was the right choice grew." stated Sharon Cerny, VP of Human Resources.

## On Time, On Target Implementation:

Because the company had been through two previous HRIS implementations, they were anxious about the implementation process. Based on their past experiences, they expected to be overwhelmed with training, auditing, data entry, and testing. Instead, they were told that ECI would handle the data conversion and would run parallel payrolls and wouldn't hand the reins over until the system was ready to go. "We listened to them, but didn't believe it. We assumed 'they' meant 'us'. We just provided them with limited amounts of information and filled out a couple of questionnaires, and by the time we went live with our first payroll, we hadn't invested more than a few hours of our time in the entire conversion and implementation process." said Cerny.

Still skeptical, the Payroll Coordinator and VP of Human Resources set aside an entire day to audit the first live payroll before submitting it as final – fully expecting to find something missing. But they found no errors. "It almost became a challenge on our part to try to find something wrong! Major kudos to our ECI Implementation Team – they clearly take personal pride in delivering what they promise. On that first live payroll date, I referred to ECI as the world's best kept HRIS/Payroll software secret. Extraordinary, to say the least."

Another dreaded part of implementing a new software is the learning curve and training. With former software solutions, company personnel attended multiple day-long training sessions that were done off-site, using generic data in a group setting which resulted in a less-than-optimal learning environment. ECI provided access to Wisconsin Lift Truck's test environment prior to going live so that personnel could maneuver through it at their own pace, with their own database, making the training more relevant. ECI then provided a full day of personal training in Wisconsin Lift Truck's office.

## Ongoing Service and Support:

Wisconsin Lift Truck has a team assigned to their business, although they say they haven't had to call often. Cerny says "It's such a comfort to know we can talk to them when we call, we don't have to be put on hold for literally hours waiting, or go through an internet portal waiting our turn for support."

## Unexpected Benefits of Adopting ECI Empower:

Wisconsin Lift Truck had a "blue sky" wish of going paperless with their payroll. They were aware ECI offered employee self-service, but had some unique challenges with internal adoption. With a majority of the workforce out of the office in field service technician roles, without access to our business computers, they weren't certain they would get buy-in from them to go online from home to view or print their pay stubs. However, they learned immediately upon going live that the employee self-service is so simple, it became popular right out the starting gate – they went 100% paperless within the first 2 weeks.

With previous providers, the company had to have their most critical payroll reports custom-designed, in most cases at an extra charge. They found many of these custom reports are already offered through ECI's standard reports.

Another major goal of the new system was to give managers access to information about their direct reports, along with the ability to view details of prior performance evaluations. For multiple reasons, they were never able to implement this – but with ECI, within the first 30 days managers were connected and storing performance evaluations electronically.

The payroll process itself is significantly faster, much easier, and more flexible. Now, Payroll and Human

Resources have time to focus their efforts on more strategic company initiatives.

## Highlights:

For Wisconsin Lift Truck, the change to ECI's Empower solution has been an easy transition with all components of the system fully functioning within the first month. Wisconsin Lift Truck now has all of the functionality they needed, and with very little effort on their part. Time that used to be spent on menial tasks is now reallocated to revenue generating activities. They are able to be more efficient with their payroll process, stay compliant and reduce risk as well as create enterprise-level analysis reports which allow their management to keep a finger on the pulse of their growing business.

Wisconsin Lift Truck started focusing on lean business principles several years ago. Through lean principles, they are always searching for continuous business process improvements. ECI and Empower fit in perfectly with that mission.

*"I refer to ECI as the world's best kept HRIS/Payroll software secret. Extraordinary to say the least."*

*~ Sharon Cerny,  
VP of Human Resources*