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## CUSTOMER SUCCESS STORY

### **PDS Integrates HR, Payroll and Benefits for the Niagara Parks Commission**

The Niagara Parks Commission (NPC) is an action-packed nature/entertainment park centered around the magnificent Niagara Falls. With more than 4,250 acres along a 35-mile scenic parkway, NPC employs approximately 1,800 people in its high season and 500 in the off season.

#### **Challenges**

In the late 1990s, NPC was facing, like most organizations, Y2K challenges with its existing technology systems. The Commission had been using a custom-designed HR system for almost 15 years. The solution was not Y2K-compliant and lacked some of the more advanced capabilities that NPC needed to manage its workforce.

In 1998, NPC conducted a search for an integrated HR, payroll and benefits solution and evaluated four products. "We selected PDS' Vista HRMS because of its user-friendly visual interface, the flow of the product from one module to the next and because of its robust applicant tracking module," said Debi Cirocco, assistant manager of Information Technology for NPC.

#### **PDS' Vista HRMS**

NPC processes about 5,000 job applications each year. Most applicants walk in, complete an application and NPC enters it into the Vista applicant tracking module. If the candidate is hired, their information is then integrated into the HR, payroll and benefits modules eliminating additional data entry and any duplication of effort thereby reducing errors and multiple versions of the same information.

In addition to managing the more than 1,800 employees who come and go from season to season, many of NPC's employees hold multiple jobs within the organization and

therefore are paid different rates depending on their job. The Vista system manages the varying rates for each employee and enables changes to those rates to be made across the organization at one time. Furthermore, Vista handles the various and often changing rules of the different unions in which NPC's employees are involved.

"With the Vista system, information is more readily available than before," said Cirocco. "Vista's reporting capabilities make it easy for us to program, manage and design reports and analyze information, providing our managers with better intelligence for making decisions."

Vista's capabilities enable each organization to tailor the solution to meet their specific needs. NPC has created its own custom pension plan application in Vista enabling the organization's staff to easily design and print pension checks.

***“(PDS is) always responsive and accommodating to our specific needs. They have proven their dedication to continually enhancing the Vista solution.”***

#### **Vista's Value**

In any system, reporting and pulling information is key for management. "Vista's reporting capabilities are a strong feature of the solution. And, the ability to integrate data from the HR, payroll and benefits applications into one report is extremely valuable."

"PDS has been wonderful," said Cirocco. "I can't speak highly enough about them. They are always responsive and accommodating to our specific needs. They have proven their dedication to continually enhancing the Vista solution."