

A Dominion Success Story My Personal Credit Union



We recently asked Lori Malpass from My Personal Credit Union about her experience transitioning to Dominion.

My Personal Credit Union has been a client of Dominion since 2014. After interviewing Lori about her experiences with Dominion's software, we were able to gain a glimpse into her weekly process and see how Dominion saves her time, peace of mind, and revenue.

Why She Made the Switch

Before Lori processed payroll with Dominion, My Personal Credit Union used a large payroll provider. She had reservations about their software quickly. "I knew almost immediately that it was a mistake, but we had signed a 5-year contract." She expressed her frustration towards their customer service: "I was expected to know if my problems were from the time card side or the payroll side and call the correct support team. They always tried to blame each other."

What's Keeping Them Here

When asked about what she likes about Dominion's software, Lori said she loves our customer service: "I love the chat feature as it's a big time saver. I also really appreciate that Dominion was able to write a program specifically for our 15-minute lunch credit rule." With their previous provider, they were not given what was promised and constantly faced errors processing their 3rd party sick pay. Since they switched to Dominion, their experience has been frustration-free. Payroll processing is less time consuming, which allows Lori to devote more time to other job responsibilities.

The Dominion Difference

Lori's favorite part about Dominion is the Onboarding feature. "Onboarding is my favorite feature because it's such a huge time-saver!" More than just time, Dominion saves My Personal Credit Union real money. "We're saving around \$40 a week in payroll and I estimate the onboarding process saves us approximately \$220 per year in wages."

“

“I love the chat feature as it is a big time saver. I also really appreciate that Dominion was able to write a program specifically for our very odd 15-minute lunch credit rule.”

- Lori Malpass

“

“Payroll processing is less time consuming, allowing me to devote more time to other jobs.”

- Lori Malpass