

# Regis saves big with Infor10 Financials iEnterprise (Infinium)




## *Setting the strategy.*

As Regis Corporation continued to grow by acquisition over the years, it began evaluating its business processes to ensure that they kept pace with the company's evolving needs while not incurring unnecessary costs.

In the payroll department, Regis had been employing a vendor to print W-2 forms and handle thousands of calls annually from employees with questions about their W-2s or requests for reprints. The company realized that the practice was not only costly, but it also created more distance from its employees and complicated the W-2 management process. Regis lacked sufficient internal resources following major growth activities to convert these responsibilities to in-house ones on their own.

## *Getting business specific.*

Regis quickly started the search for an application that would enable the company to print and transfer W-2s to its employees efficiently and securely. The solution needed to streamline the printing processes, enable internal employees to manage the processes without vendor involvement, provide detailed information to internal service representatives when answering calls, and integrate seamlessly with existing applications.

After due diligence, the company selected a print solution from Digital Designs, Inc. (DDI) and Infor10™ Financials iEnterprise (Infinium). Providing Regis with secure laser check-printing solutions for several years, DDI was a logical choice for managing Regis's W-2 production operations.

**"When we compared the cost of printing and distributing tax forms, reprinting, and taking calls, our savings with Infor10 Financials iEnterprise (Infinium) and DDI was \$75,000 a year."**

—BARB MUE LLERLEILE, DIRECTOR OF FINANCE,  
PAYROLL, REGIS CORPORATION

## About the company.

Regis Corporation is a global industry leader in beauty salons, hair restoration centers, and cosmetology education. The company owns, franchises, or holds ownership interests in more than 13,400 locations worldwide.

Salons constitute the backbone of the Regis business, with North American salons operating in the US, Canada, and Puerto Rico under trade names that include Regis Salons, MasterCuts, and SmartStyle.

Headquartered in Minneapolis, Minnesota, Regis is a multibillion-dollar enterprise with an impressive history of profitable growth. To learn more about Regis Corporation, visit [www.regiscorp.com](http://www.regiscorp.com).

According to Barb Muellerleile, director of finance, payroll at Regis, who has specialized in payroll and benefits processing, payroll system setup and implementation as well as year-end tax reporting and acquisitions, Infor10 Financials iEnterprise (Infinium) was a familiar product that she wholeheartedly endorsed. "I've worked with the Infinium payroll product for over 18 years, and it has significantly helped us manage our financial and HR applications more efficiently. I believed that the self-service function would add another important dimension to saving time and costs for the company."

## Seeing results.

Muellerleile describes the implementation of Infor10 Financials iEnterprise (Infinium) and DDI as "smooth and easy" and proved to be a "seamless integration with the Infinium payroll system." The applications enabled paperless W-2s for the US and T4s for Canada. DDI reads Infinium W-2/T4 output files and overlays those files with government forms so that Regis can create electronic W-2/T4s for employees to access securely on the web-based solution.

The cost savings of paperless W-2s/T4s versus paperbased forms were extensive, according to Muellerleile. "When we compared the cost of printing and distributing 110,000 W-2s and 5,000 T4s, reprinting about 5,000 of them, and taking 10,500 W-2 calls at the call center, our total savings with the paperless project using Infor10 Financials iEnterprise (Infinium) and DDI was \$75,000. Our intent was not only to save money, but also to increase the time for us to get out W-2s during our year-end crunch." Regis accomplished those goals with flying colors and promoted green in the process.

Muellerleile claims that setting up the W-2 process was a straightforward one. "Administration and setup options for security and user groups are easy, and the solution offers the flexibility to use the overlay and provide the W-2 and T4 forms that our employees are accustomed to. It's the best solution."

## Facts at a glance

### Solution

Infor10 Financials iEnterprise (Infinium)

### Industry

Consumer Services

### Country

USA

To reduce the number of call center calls, Regis directs employees to its website. The company implemented a "HEAT" call tracking system for tracking W-2 and T4 questions. Muellerleile explains: "We provided a toll-free payroll number on our website for employees to call, and also a direct link on the website to the "Regis Payroll Email Box" so they can direct their questions in writing. We've found that the email method is very efficient and our employees have responded to it favorably."

Regis offered another employee enhancement to the solution. The company populated the W-2 website with the previous two years of W-2 and T4 information that employees can access. "The tools are very user-friendly and similar to the Infinium payroll system, which everyone is familiar with," says Muellerleile. "Each person has the option of downloading and printing it or sending it on to the tax preparer."

Every Regis employee who has worked for different business units of the company can also see all of those various taxing entities on one screen. "They aren't required to jump around from screen to screen to find them," notes Muellerleile.

"Our employees are very happy with the convenient Self Service solution. We've eliminated a flood of calls every year. And payroll and the company are happy with the efficiencies and cost savings."

In summary, the paperless project using Infor10 Financials iEnterprise (Infinium) and DDI has helped Regis Corporation gain:

- Savings of \$75,000 per year by reducing costs of printing and distribution of W-2/T4 forms, reprints, and call center costs
- More time for payroll to compile W-2s and T4s during the year-end crunch
- An efficient, convenient, secure, easy tool for employees to access critical payment information

## *Doing business better.*

To remain competitive, Regis continually seeks out ways to streamline its business processes. "After being able to achieve all of our goals plus more using Infor10 Financials iEnterprise (Infinium) and the Self Service solution in payroll, we're confident that Infor will provide the best technology as we address improvement in other areas of the company. Infor understands our needs, and we've maintained a true partnership."

"Our employees are very happy with this convenient tool. We've eliminated a flood of calls every year. "

BARB MUELLERLEILE, DIRECTOR OF FINANCE AND PAYROLL, REGIS CORPORATION

## *About Infor.*

Infor is a leading provider of business software and services, helping more than 70,000 customers in 164 countries improve operations and drive growth. To learn more about Infor, please visit [www.infor.com](http://www.infor.com).

**Infor Corporate Headquarters**  
13560 Morris Road  
Suite 4100  
Alpharetta, Georgia 30004  
USA  
Phone: +1(800) 260 2640

[www.infor.com](http://www.infor.com)

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