From paperwork to purpose: how one home care agency transformed onboarding and payroll

At Your Side Home Care transformed its onboarding and payroll processes with Viventium, enhancing efficiency and support while empowering staff for better training and engagement.

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CHALLENGE

At Your Side Home Care struggled with an overly complex payroll system that slowed operations, frustrated staff, and made it difficult to train confidently.

SOLUTION

By switching to Viventium, At Your Side streamlined payroll, modernized onboarding, and empowered its team with intuitive tools and responsive support.

After stepping away from a career in speech therapy to raise her children, Tamara Franksfound her way back into the workforce in an unexpected way. What began as an exploration into franchise

opportunities turned into a full-fledged business that, nine years later, supported a thriving team of nearly 170 caregivers.

“It was a big change going from stay-home mom to business owner,” Franks shared. “A lot of adjustments, a lot of learning. I’m still learning, to be honest, but it’s been great.”

With approximately 120 to 140 caregivers paid each cycle, the organization had grown into a complex operation. But behind that growth was a mounting challenge that threatened efficiency and confidence across the team.

When payroll becomes a barrier, not a backbone

From the beginning, At Your Side relied on a well-known payroll provider. On paper, it seemed like a safe choice. But in practice, it quickly became a daily frustration.

Even as the owner, Franks knew it wasn’t working each time she logged in. The system’s lack of usability created a ripple effect. Tasks that should have been routine became obstacles, and even basic navigation felt out of reach.

“I personally just couldn’t figure anything out,” Franks explained. “Fortunately, we would have at least one employee who could, but it was just no way to operate.”

That lack of clarity created a deeper issue. As the leader of the organization, she wanted to be fully confident in every aspect of the business, especially when it came to training her team.

"When it comes to management team training, my team depends on me to help them learn new roles and responsibilities," Franks said. "So how can I train something that I can't even navigate myself?"

Support didn’t fill the gap either. Long wait times and difficulty getting answers only compounded the problem. The need for change was a constant undercurrent.

A solution that felt right from the start

When she first encountered Viventium, it immediately stood out as something different. Built with healthcare organizations in mind, the platform spoke directly to her needs.

After a discovery call, the decision became clear. “I just felt very confident from that moment forward that we were going to make the switch,” Franks said.

Despite the typical concerns that come with changing payroll providers, the transition itself was remarkably smooth.

“I don’t remember having any issues,” Franks shared. “There can be a lot of issues in the home care business, and I don’t remember any point where that transition ranked as one of them.”

That absence of friction said everything.

From administrative burden to operational clarity

Once implemented, the impact of Viventium was immediate and lasting. “It’s very straightforward, very easy to use,” Franks said. Years later, that first impression still held true.

But beyond payroll, it was the expanding ecosystem of tools that truly transformed the way the agency operated. “It seems like Viventium is coming up with these modules in response to the needs of business owners,” Franks said.

One of those is the onboarding module, which delivered one of the most profound changes. Franks confirmed, “It was life changing for our HR person.”

Before Viventium, orientation sessions were dominated by paperwork. New hires would arrive and immediately be handed stacks of forms to complete. With Viventium, that process shifted entirely.

Now, caregivers complete their documentation before they even walk through the door.

“During our orientation, we can focus on the most important things,” she said. “Training, expectations, our culture.”

A partner worth recommending

Years into using Viventium, the agency’s perspective remained overwhelmingly positive.

“I have really had such a positive experience,” Franks said. “I recommend it all the time to other people in similar companies.”

Results

- Streamlined onboarding process that shifted orientation from paperwork to meaningful engagement
- Simplified payroll operations, reducing administrative burden and increasing confidence
- Improved access to responsive support, eliminating delays and frustration