



CASE STUDY

THIS TOOL SAVES BILLY 468 HOURS ANNUALLY ON PAYROLL



200

Hours saved annually
on scheduling.



468

Hours saved annually
on payroll processing.



Payroll

Now takes less
than 1 hour to complete.

Meet Billy, Founder and Owner of Village Ice Cream in Calgary

Before opening his first ice cream shop, Billy Friley, the founder and owner of **Village Ice Cream**, had planned to pursue an Aerospace Engineering degree and live out his childhood dream of becoming an astronaut. A few years into his studies, Billy found it wasn't the right fit after all. He changed programs multiple times before completing his Arts degree.

After completing his education, Billy took off on a solo motorcycle adventure to Brazil - where he discovered a food culture that inspired him to launch a store of his own.

Billy had this in mind when he tried his first small batch of ice cream from his Grandmothers freezer - suddenly the future became crystal clear. Inspired by this nostalgic treat, Billy decided to create a sweet place of his own for the neighbourhood to enjoy, and **Village Ice Cream** was born.

Billy opened his first ice cream shop in 2012, and has now expanded to 5 locations!

While growing Billy experienced the challenges that running a small business can bring, From time-consuming clock punches, to dreadful payroll processing. He knew he needed a solution to streamline his stores.



“

Push has absolutely helped to transform our business.

”



Life before using the Push system.

Before using Push, it was a significant challenge to process payroll. As a small business owner, the more time spent on payroll processing means less time spent on business operations.

Other challenges included managing scheduling and employee time punches, all small details that can throw a significant wrench in the payroll process.



Taking care of business.

With Push, they can now process payroll up to 75% faster than before.

Tetiana, Billy's wife, has primarily been responsible for payroll. In the past, she would spend anywhere from 8 to 10 hours per week on it. Now, with the help of Push, Tetiana can process payroll in approximately 1 hour per week.

“

I would say we are now doing payroll 75% faster than we were before.

”



It's the things you can't measure.

For Billy and Tetiana, the significant improvement in their payroll processing is a huge perk, but the best part of the platform is the response to customer feedback.

Billy was interested in having automatic tip integration in the platform and made that clear when speaking with Push customer service representatives. Now, **Village Ice Cream** has access to this feature, making Bill and Tetiana's lives that much simpler and allowing them to focus on more crucial business matters.

Crushing business goals.

Billy and Tetiana love Push because it enables them to save tremendous amounts of time on payroll processing. Tetiana has saved up to 10 hours per week.

“

We really pushed hard for you guys to have an automatic tip population and that's been huge for our business. So, I think Push has been quite good at responding to customer feedback and in a way that makes their functionality better.

”

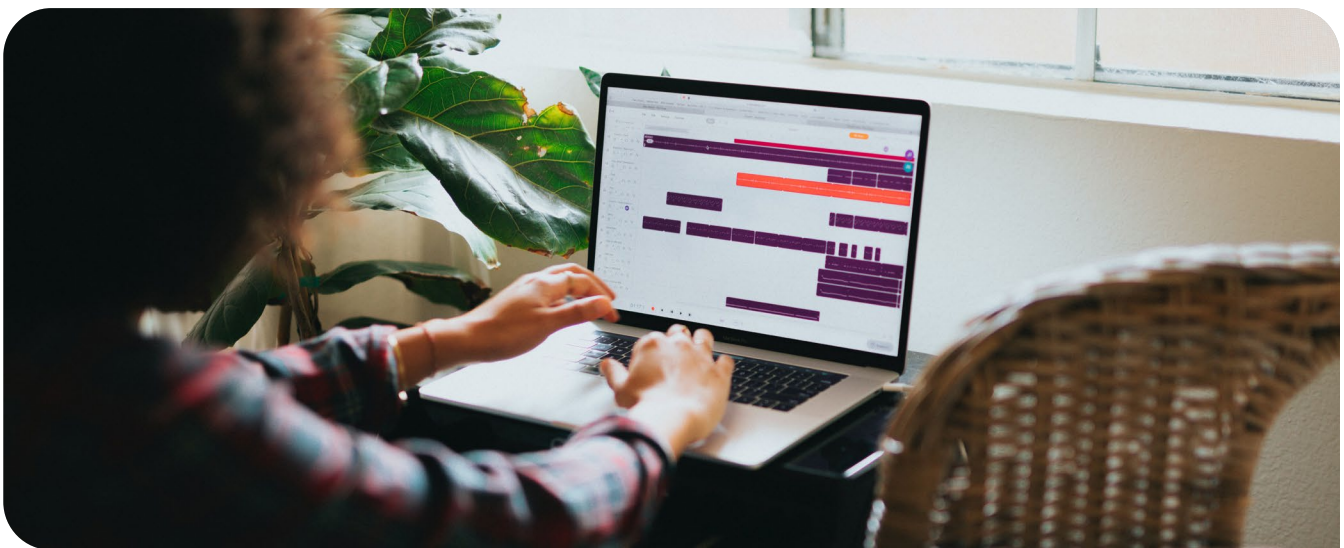
Would you recommend Push?

When asked if he would recommend Push, Billy mentioned that he is incredibly happy with all that Push has been able to help him and Tetiana do.

“

Push helps us so much on the back end to integrate systems. As more functionality is beginning to come through, it is continuing to evolve.

”



The End Result

Challenges



Time away from customers and staff on the floor.



Less time to focus on improving business operations.



Weekly payroll processing takes up to 10 hours.



Challenging to manage employee scheduling requests.



Keeping track of employee tips with payroll is difficult.

Solutions



Less time spent in the office means more time on the floor.



Saving time on payroll means more time to focus on the business.



Payroll automation makes weekly processing easier than ever.



Weekly schedules can be copy/pasted then edited to save time.



Tip automation helps with the payroll process.

Results



Saving up to 200 hours per year on scheduling.



Saving up to 468 hours per year on payroll processing.



Weekly payroll now takes 1 hour.



Uploading weekly schedules is as easy as a few clicks.



Fewer errors in tip and payroll calculations, saving time and money.



PAYROLL



TIME TRACKING



SCHEDULING



HIRING &
ONBOARDING



REPORTING
& INSIGHTS

For more resources about restaurant operations,
book a demo today!

BOOK A DEMO