



UZIO's Seamless Transition of a Multi-State Cannabis Business from Wurk

Introduction



In the dynamic landscape of cannabis business management, operational efficiency, regulatory compliance, and employee satisfaction are paramount. UZIO, a leading HR and payroll solutions provider, recently achieved a remarkable feat by winning a significant client from a competitor, Wurk. This case study delves into how UZIO's superior offerings, dedication to customer support, streamlined implementation process, advanced the user experience leading to a successful transition for a multi-state cannabis business with 12 locations and 1,627 employees. The most impactful benefit - significant savings of more than \$12,000 per month.

The Challenge



The client, a multi-state cannabis business, having 12 locations in 3 different states, a 1600+ workforce consisting of full time and seasonal employees, was seeking a more cost-effective and efficient HRIS payroll solution. Dissatisfied with the cost and level of support provided by their current provider, they were actively exploring alternatives. UZIO saw an opportunity to demonstrate its capabilities and win over this client from Wurk.

Outcome



UZIO was able to win this client from Wurk by offering a solution that met their specific needs and requirements. The client was impressed with UZIO's competitive pricing, proprietary platform, excellent customer support, smooth and efficient implementation process, modern and user-friendly UX/UI, as well as the quick implementation period that took weeks versus other solutions requiring many months.

UZIO's Winning Factors



- 1. Competitive Pricing:** UZIO presented itself as the most attractive choice by offering the best pricing in the market. UZIO's solution offered \$12,000 and more cost savings per month. The client recognized the financial advantage of choosing UZIO, which played a pivotal role in their decision-making process.
- 2. Ownership of Platform:** Unlike its competitors, UZIO distinguishes itself by owning its platform. This ownership assures clients of seamless integration, greater control, and the flexibility to tailor solutions to their specific needs. This factor resonated with the client, who sought a solution that could adapt to their unique requirements.



3. Exceptional Customer Support: UZIO's commitment to customer support is a cornerstone of its success. Recognizing that personalized assistance is crucial, UZIO provided dedicated support teams to ensure a smooth transition. The client appreciated this hands-on approach, which differentiated UZIO from its competitors.

4. Efficient Implementation Process: The client's positive experience during the implementation process sets UZIO apart. With an implementation period of two to four weeks versus multiple months from other providers, UZIO exceeded expectations by swiftly migrating data, configuring settings, and ensuring a seamless transition. This rapid implementation was a key factor in earning the client's trust and confidence.

5. Enhanced User Experience: UZIO's user-centric approach was evident in its intuitive UX/UI design. The mobile check-in/check-out feature and employee-friendly interface stood out. The client recognized the importance of keeping their employees engaged and satisfied through a user-friendly experience, which UZIO prioritized.

6. Timely Solution Delivery: UZIO's promise of a 2-4 week implementation period aligned perfectly with the client's urgency to streamline their operations swiftly. UZIO's efficiency in delivering its promise further solidified its position as the preferred solution provider.

Testimonial



"We were very impressed with UZIO's white-label payroll solution. They were able to meet our specific needs and requirements, and they were able to implement the solution quickly and easily. We would definitely recommend UZIO to other businesses."
- says **Mark, Client representative**

Conclusion: UZIO - A Reliable Partner for Cannabis Payroll



UZIO's triumphant acquisition of the multi-state cannabis business from Wurk stands as a testament to its core strengths: competitive pricing, platform ownership, exceptional customer support, efficient implementation, user-friendly experience, and timely solution delivery. By providing a customized solution designed for the cannabis space that specifically addresses the client's pain points and providing a comprehensive HR and payroll solution, UZIO demonstrated its commitment to its clients' success. This case study underscores UZIO's ability to not only meet but exceed the expectations of its clients, earning their trust and loyalty through a seamless and rewarding partnership.

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