



PAYROLL MANAGEMENT

Client diversity, relationship building and IPPA membership contribute to 30 years of growth in Maine and beyond

Payroll Management Inc. was on a roll in 2019. In July, the Auburn, Maine-based company commemorated its 30th Anniversary with a ribbon cutting ceremony to open a new 13,000 sq. ft. office space. Clients, family, friends, and state and local dignitaries attended the affair complete with food and a live band to congratulate them on their move. The service bureau was adding clients and employees, business was up 20 percent, and it was poised for an even better 2020.

“A pandemic was never in our imagination and going remote was never part of our plan because so many of our small business clients rely on us to print, fold, package and deliver payroll,” said Elaine Hemenway, Principal and CMO. As one of Northern New England’s largest independent and family-owned payroll service firms, nearly 50 percent of its 3,000 clients are not paperless.



If 2020 has taught Payroll Management anything, “it’s that we need to redo our disaster recovery plan,” joked Elaine. Even so, she’s pleased to report that despite the year’s challenges, the company hasn’t missed a beat.

“While all our competitors were going remote, I think it was a blessing for our employees to have some normalcy in their lives by being able to come to work,” explained Gary Hemenway, Founder and CEO. “They have all gone above and beyond because they know clients are depending on them.” For a couple of their 42 employees who are at

greater risk, the Hemenways are providing short term disability so they can remain at home without worry of layoff.

Gary started Payroll Management in 1989 after spending 17 years as a partner in another payroll company. The couple started off in small office buildings before moving

to their 5,500 sq. ft. Manley Road building where they remained for 20 years. They grew by providing exceptional client service to a diverse base of small and medium size businesses, by adding additional services, and by acquiring some other small payroll companies along the way. It now files payroll taxes in 46 states, with a larger footprint in Maine, Massachusetts, Vermont and New Hampshire.

“It became increasingly apparent that we needed to move again and add space if we wanted to continue to grow,” said Elaine. The new company headquarters takes

over five former retail locations in the Auburn Mall. The modern office space includes an open foyer, several office and conference rooms, a huge cafeteria, a “quiet” room with three cascading waterfalls, a large distribution department, and a central cubicle area with room to grow.

“We’ve learned over the years how to fill more square footage with really great people,” continued Elaine. “Our team cares deeply about clients and each other.” A testament to that, many Payroll Management employees have tenures of 15-20 years—and it’s a third generation business. Son Chris Hemenway joined his parents in 1990 as Sales Manager and son Gary Jr. has been serving as Distribution Manager since 1991. For the last 10 years, grandson Ryan Hemenway has been learning the family business in the Tax & Accounting department and officially joined as an employee two years ago.

Caring for their local community by sponsoring or donating to local organizations, events and charities is another important aspect of Payroll Management impacted this year. Among the hardest hits was missing sponsoring the Great Falls Balloon Festival, an August Lewiston and Auburn tradition, cancelled for 2020. However, the company was pleased to participate virtually in the Dempsey Challenge, another annual event, led by hometown actor Patrick Dempsey which raises money for people impacted by cancer.

To keep up morale in the office, leadership put up a banner “Things I miss most...” where associates could depict thoughts on coronavirus restrictions. They are still celebrating monthly birthdays, social distanced of course, with a different, special cake of the month and continue to find opportunities to lift each other up.

Payroll Management attended its first IPPA Conference in Washington, D.C. an estimated 20 years ago. Since then, the Hemenways have only missed one conference and that was due to moving.

ideas and information is above and beyond beneficial. It is so nice to have the Government Affairs eye to watch out for us as small businesses. It is the way for our voice to be heard.”

“After joining, IPPA quickly became a real necessity for us,” Elaine added. “We’ve developed so many great relationships and partnerships from our association that have benefitted clients and kept us competitive.”

Nearly all of the ancillary services Payroll Management offers clients beyond payroll processing are a



“IPPA performs a great service to all of us,” said Elaine, who especially missed the opportunity to network in person at BEC in September. “We took the opportunity to speak one on one with other peer members earlier this year to see how others were handling COVID and pick up some best practices. In IPPA, we all care about each other, too.”

“There is no other place to find 200 other companies like your own,” praised Gary. “The movement of

result of partnerships with IPPA Allied Members – Time & Attendance (Shugo/SwipeClock), HR Support (Mammoth with Think HR), Labor Law Posters (Poster Elite) and Background Checks (National Crime Search) to name just a few. For payroll software, Payroll Management utilizes MPAY Payentry.

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MEMBERSHIP PROFILE

Although Payroll Management efficiently and carefully processes payroll and offers innovative business administrative support and solutions, its success is really about relationships. Every client has their own dedicated Client Services Representative that understands their particular business and its needs.

“When you call our office, a live person always answers during business hours,” continued Gary. “This kind of exceptional service is a big positive with our smaller clients.”

“In addition to providing personalized service to every one of our clients, we take the time to find out who a new client is and how we can make their life easier,” explained Chris. “If I can offer one piece of advice, hire a marketing company to help you portray the best possible company image. It is an invaluable asset to get them to sign on the line knowing they will be working with a reputable business.”

Even during this pandemic, Payroll Management has had success adding new clients to make up for the 50-100

clients that have either closed doors permanently, reopened and then re-closed, or just have not yet reopened.

“Our industry diversity has really helped us weather this storm as we don’t focus on any one niche,” concluded Gary. “We are such a necessary service, especially as the government continues to make payroll and taxes more difficult every year. With 95 percent of our nation’s economy tied to small businesses, we think this market still has huge potential. We’re ready for 2021!”



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