

Case Study



Progressive Dunkin' Franchisee with 31 Dunkin' Stores and 510 Employees Partners with The Delphi Advisors Same Day Pay Program

BACKGROUND

With 100%+ employee turnover in the quick service restaurant (QSR) space, Human Capital Management is already a costly line item in this industry, totaling over \$2,000 per new hire. Combine that with the challenges of the pandemic and the general demographics of the QSR hourly worker this franchise owner wanted a solution to an inefficient and out of date payroll process.

SOLUTION

Once the franchisee owner met with Delphi Advisors, they believed the combination of the Delphi Advisors Digital Account with direct deposit and early access to 50% of earned wages (Same Day Pay product) plus, the commitment to concierge level customer support was a win-win for them. The Same Day Pay product is a lead product for hourly workers that often struggle with making ends meet between paychecks. The Delphi Advisors Digital Account also includes a Visa Debit Card, Online Bill Pay, Send Money, and Earnings Credit and provides a financial wellness benefit for both younger employees and employees who manage in a mostly cash only environment. The whole package allows for a competitive hiring edge over the competition.

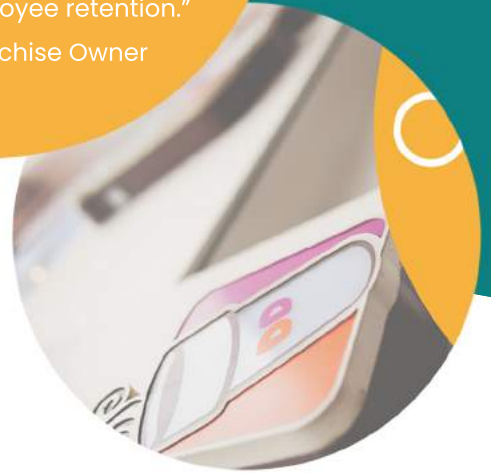
RESULTS

- Retained over 60% of workforce through a combination of initiatives including the Delphi Advisors program
- Achieving a yearly cost savings of over \$350,000 in new hire / training related costs
- Succeeding in hiring and retaining workers during this Covid Government Stimulus time period.
- Converted 95% of their Employees from payroll checks to the Delphi Advisors Digital Account
- Eliminated most check processing and distribution costs with over \$2,000 per month in savings
- Now providing a compelling Financial Wellness Benefit that is proven to increase worker morale


In Their Words

"Delphi Advisors same-day pay program provides the perfect solution to move away from payroll checks to direct deposit, Same Day Pay is a compelling product for my employees, and a great benefit tool for hiring purposes. It has reduced my back office expenses and increased employee retention."

Dunkin' Franchise Owner



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