



GTM Payroll Services Inc.
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Client Profile - DePaula Chevrolet Inc.

Company Overview

DePaula Chevrolet has been serving Upstate NY and the Northeast for over 35 years. They sell new and used Chevrolets and Masaratis, as well as many models of pre-owned vehicles. They have won the GM Dealer of the Year Award from 2010-2015. They employ around 220 full time workers, including sales, service technicians, and managers. They also employ 6 or 7 students on a rotating, part-time basis.

Company Goals - Issues Needing Resolution

DePaula Chevrolet had been a GTM client for 10 years when they decided to make a change to a competing payroll service. Four months after they made the switch, they switched back to GTM. They received very poor customer service from the competitor, including unreturned phone calls, a lack of training and education of the payroll company's staff, and needing to speak to a different representative for timeclock issues, payroll needs, and accrual information.

GTM's Solution

DePaula Chevrolet realized that GTM's superior customer service, including having their own dedicated Account Manager, was too valuable to go unutilized. Issues are handled timely and efficiently. The company made some changes to their time off policies, and GTM was able to accommodate these changes and keep track of the employees' vacation and sick time accurately.

What They Have To Say

Danielle Murphy, Office Manager at DePaula Chevrolet, says, "It's difficult for companies to track employee time off when there are complicated PTO policies, especially when the policies change. GTM makes it simple with their user-friendly Evolution payroll software, and because they are local, I can come into their office to work out issues and receive training in person."

"My rep Katy handles everything quickly and correctly. I love that I can call her directly and I know any problem will be taken care of."



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