



Case Study

**How PJS modernized payroll and
boosted retention with DailyPay**

Professional Janitorial Services (“PJS”) is a full-service commercial cleaning company offering quality nightly in-suite and day porter cleaning services to multi-tenant Class A offices, medical facilities, tech headquarters/facilities, industrial properties, banks/financial institutions, churches, airports, schools, and performing arts centers throughout Texas — at present, the Company employs over 1,800 full-and part-time employees.

PJS Payroll Manager Ketzia Cisneros (KC) remembers when PJS began offering DailyPay in 2018. She was also a recipient of DailyPay’s first Payroll Trailblazer Award in 2019, an award that recognizes payroll innovators. We sat down with her to hear more about her experience with DailyPay over the years, and how our partnership has evolved.

Why did you start offering On-Demand Pay?

I joined PJS in 2011 as a generalist in the company’s payroll function. Throughout the last eight years of my tenure, there has been a dramatic evolution in the company’s payroll function with an eye towards not only creating scale for growth, but also enhancing every employee’s experience at PJS relative to our competitors or companies in similar industries (i.e., hotels, restaurants, hospitals, etc.). In the case of On-Demand Pay and DailyPay, it was a no-brainer: an all-round “win” for the company, our employees, our recruiting efforts, and my team.

I was first made aware of On-Demand Pay through my colleague, PJS Chief Financial Officer, Bryan Noteboom. Bryan joined the company in December 2017 and, almost immediately, initiated a number of changes throughout the accounting and administrative functions of the company:

- Direct deposit and paycards
- Online employment application, tracking, and onboarding
- Electronic timekeeping utilizing facial recognition biometrics
- Lockbox banking
- Vacancy metrics and other KPIs to track operating and financial results

He mentioned the developing phenomena of On-Demand Pay and tasked me with evaluating the top providers in the market. At the time, our process for employee payroll advances involved paperwork, approvals, time and hassle; as a company using a semi-monthly payroll cycle, new hires could experience a month-long wait before their first paycheck based on their start date.



Partner: Professional Janitorial Service

US Headquarters: Austin, TX

Industry: Janitorial Services

Number of Employees: 1,800

Payroll Platform: TEAM Software

Time & Attendance Platform: Findd.ai

Daily Pay's value proposition, ease of implementation, and user interface stood out from the others. It came fully integrated with our ERP with no disruption to our normal payroll processing functions. We were up and running within 30 days of executing our service agreement.

Were there any concerns?

Not really. Prior to DailyPay, our employees were dependent on cash advance or payroll lending companies along with their low advance rates and predatory pricing. With DailyPay's transaction-based pricing, employees have easy access to their wages and given the quick upload of timekeeping, employees have next-day access to funds. We have found that the DailyPay app encourages employees to pay closer attention to their hours which eliminates post-payroll processing corrections.

Best of all, the company and my team are completely out of the business of payroll advances.

How was the implementation process?

We rolled DailyPay out with our then 2-person HR team, and it was easy. I did have concerns that our ERP system wouldn't integrate with DailyPay very easily, but we set up all the files with the DailyPay team, and it was one of the easiest and seamless rollouts I've experienced.

The bilingual promotional material provided by DailyPay to introduce employees to the offering was well thought out and easy for employees to understand, download the app, activate an account, and initiate their first transfer of funds. Our implementation specialist at DailyPay was great and it continues to be an easy process. Even when we have questions or something happens, the response is quick and direct, and it's been a great relationship.

We don't have too much experience with the technical support team because we so rarely need them, but they've been great. We had an incident in 2024 when our ERP suffered an extended outage, and DailyPay's support team jumped in quickly to facilitate the seamless processing of a manual payroll cycle. Employees'

experience with user support has been quick and easy, too.

When we started, we staged our roll-out of DailyPay deliberately, starting in Austin followed by San Antonio and El Paso over the course of a 3-month period. At present, we have 630 activated employee accounts and an average transfer amount of just \$93. The top self-reported transfer reasons are "Bills" and "Food".

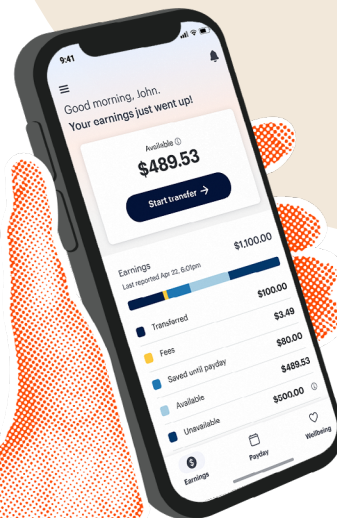
What's changed over the years?

Connections! Everything's gotten better and more connected, and now when I go to various payroll or HR conferences, I'm really seeing how On-Demand Pay is becoming more and more the norm.

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It's the future, in a way, and we're living it now. From a recruiting perspective, we have been able to use DailyPay as a tool to recruit and retain employees.

We've been with DailyPay since the early days, and now it's all available at their fingertips. An employee can just click a button, and their money is available to them. Flat tires happen all the time. Sometimes you can't wait for payday on Friday. Life gets in the way.

Knowing that you have the ability to access your own money so quickly is just a lifesaver for some people.

What advice would you give someone considering DailyPay?

Just go for it. The implementation process was great, and it's all so easy. As an employer, I'm a big believer in using what you're offering to employees. I have downloaded and used DailyPay, because I want to fully know the user experience. When someone comes to me with questions, I know how to answer them because I know how it all works.

The second thing is that when we implemented, we were conservative on the communications out to our employees. We didn't want to send them emails and make them think we were sending them random communications about things. We recently did start sending employees emails about DailyPay, and our enrollment almost doubled. Nobody complained like we were worried they might.

We know they get a lot of emails about things, but the results showed us that not everyone knew about DailyPay or everything above-and-beyond On-Demand Pay that they offer, like the savings feature or credit monitoring. There was a whole different side of it they didn't know about, and this really helped explain everything DailyPay offers.

I just feel this is such a great offering for companies and employees. There's no risk to it. Our ownership and executive team have always been so supportive of us, becoming innovators for new services, benefits and systems that enhance our employees' lives on- and off the job.



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