

# KBS WHITE-LABEL DAILYPAY SOLUTION SCALES ACROSS THE U.S.



KELLERMEYER BERGENSONS SERVICES

Kellermeier Bergenson Services (KBS) is a maintenance-service organization with approximately 15,000 locations under management in the U.S., Canada, and Puerto Rico. Thousands of hourly workers are required for KBS to keep up with the service work at these locations, but a combination of industry-standard wages and unglamorous work makes it difficult to retain employees, and even more challenging to recruit new talent when employees leave.

## Why Key Decision Makers Selected DailyPay

It is incredibly difficult to find a solution for a distributed workforce in a global organization. DailyPay answered many of the problems KBS faces:

- DailyPay is a universal perk with a proven track record for increasing engagement, productivity, and retention by giving employees access to their earned but unpaid wages.
- DailyPay is a financial wellness benefit that alleviates financial stress by allowing employees to avoid late bill pay fees or non-sufficient funds fees at any point in the pay period, which could save each employee up to \$1000 per year.
- DailyPay is scalable, easy to implement, requires no change to existing payroll processes, and provides their own customer support, which takes the burden off of the HR and Payroll departments.

## Introducing KBS QuickPay

In 2014, KBS was acquired by the leading private equity firm GI Partners. DailyPay was brought on to improve their IRR by reducing employee turnover expense. DailyPay's Implementations Team built out a customized and

## THE RESULTS

15K

locations offered, customized white-label program

12K

number of distributed employees eligible for DailyPay to encourage company-wide financial wellness

30%

growth realized since launching DailyPay

## OVERVIEW

Kellermeier Bergenson Services (KBS) is the largest provider of professional cleaning and related services to retailers, grocers, and multi-site customers in North America

## INDUSTRY

Janitorial and Maintenance

## THE PROBLEM

High turnover and recruiting costs, difficulty communicating across a highly distributed and siloed workforce

## THE SOLUTION

DailyPay built a white-label program for KBS's complex workforce, giving KBS employees a device-agnostic, flexible instant payment option

## HEADQUARTERS

San Diego, California

## FOUNDED

1969



scalable program called KBS QuickPay for their unique and complex workforce. KBS was able to launch a fully white-labeled program across 15,000 locations over a four-month phased rollout.

For KBS, their biggest obstacle was their complex, highly distributed, and often siloed workforce. In fact, some employees were not aware they work for KBS, but instead were under the impression that they were directly employed by the facilities where they work. This added yet another layer of complexity.

Not only could DailyPay's white-label program engage each of their employees, but because DailyPay requires updated contact information from its users, DailyPay has been helpful in saving hours of tedious labor hours gathering updated employee contact information.

As far as implementation goes, KBS was able to fully automate the program by connecting to the Daily API, requiring no ongoing involvement from payroll and making it infinitely scalable.

Since KBS partnered with DailyPay, they acquired two companies, increasing their business by 30%, with an additional 11,500 properties under management and 3,100 employees. With regard to the KBS QuickPay program, this growth spurt was no challenge for KBS's payroll department or for DailyPay.

