

EXPANDING THE TEAM

How Ryan S. Cook, CPA LLC found a way to better serve his payroll clients with myPay Solutions

Ryan S. Cook, CPA LLC is a firm based in Clinton, Missouri. Owner Ryan Cook describes his business as a “jack-of-all-trades,” servicing a small, rural community.

“Every client needs a different type of service. We focus on servicing small business clients and the needs of those companies to help minimize taxes and maximize their wealth.”

Cook believes that treating his clients like team members helps strengthen relationships, boost retention, and encourage referrals that spur growth. Cook recognized that his firm needed a better solution to processing payroll in order to maintain client relationships, so he turned to myPay Solutions for help.

“Prior to using myPay Solutions, we processed payroll in house using accounting software. We found we really lacked the capacity to handle this within the firm, and we needed to find ways to provide more value for our clients using our existing resources.”

“myPay Solutions is a natural extension of our firm. It allows us to maintain current client relationships on the payroll processing side of the business, while freeing up significant resources.”

Cook found that the transition to myPay Solutions was easy and painless. “They’ve been a great partner. The support was fantastic the whole way. They’ve been very responsive to any questions or concerns we have in the process and handled them immediately. We’ve had a few clients with some strange payroll situations, and myPay Solutions was able to customize the payroll process for those clients.”

The firm has found that partnering with myPay Solutions has resulted in stronger client relationships.

“Our clients really enjoy the automated payroll process that myPay Solutions presents to them. We find that many clients—even those who are not very tech savvy—have enjoyed the platform. They also appreciate the reporting provided by myPay Solutions and the ease and access to those reporting documents.”

Overall, Cook feels that myPay Solutions has provided the firm with the ability to focus more on clients—an invaluable benefit for a full-service accounting firm.

“The myPay Solutions payroll processing service has allowed us to create additional capacity within the firm without hiring additional team members, so our payroll processing has been streamlined. We’ve become much more efficient and we’re able to better utilize our existing team members to perform higher-level, more valuable work for our clients.”

FOR MORE INFORMATION

Call a myPay Solutions Sales Representative at **800.968.8900** or email us at Sales@myPaySolutions.com.

MYPAY SOLUTIONS®



RYAN S. COOK, CPA LLC

Ryan Cook, Owner

ABOUT RYAN S. COOK, CPA LLC

Based in Clinton, Missouri, Ryan S. Cook, CPA LLC serves a variety of industries. Their services include accounting, payroll, bank financing, tax planning, and return preparation.

WEBSITE

At RyanCookCPA.com, the firm offers guides to reach financial goals, tax information and calculators, newsletters, and secure online portals for their clients.

SOFTWARE

In addition to myPay Solutions, Ryan S. Cook, CPA LLC uses Thomson Reuters Checkpoint®, FileCabinet CS®, Fixed Assets CS® and Practice CS®.

