

# Regis & Digital Designs

## Cloud Based Paperless Pay Stubs & W-2 Automation

### Regis Corporation Transforms Traditional Paper-Based Delivery into Electronic Employee Self-Service

Beauty means business at Regis Corporation. As a leader in beauty salons and cosmetology education, Regis Corporation is a multibillion-dollar enterprise with an impressive history of profitable growth.

Nearly 10 times larger than their nearest competitor, Regis is currently ranked #817 on the Fortune 1000 list. They own, franchise or hold ownership interests in approximately 10,000 locations.

Regis provide affordable haircuts, styling, coloring and waxing services to more than 155 million satisfied system-wide clients each year; plus they offer them a wide selection of the most popular professional hair care products. Customers return regularly to have their hair cut and styled, which makes their revenue stream predictable and recurring.

### The Business Challenge

Regis has been working with a contract outsourcing center to print W-2s and handle the thousands of calls received annually from employees requesting information or W-2 reprints. While this approach relieved Regis of handling these duties, it distanced them from their employees and further complicated the W-2 lifecycle management process. Despite realizing that pulling these services back in-house would resolve many of these problems, Regis faced a shortage of internal resources due to major growth and multiple company acquisitions.

Regis needed to be able to issue W-2s and pay stubs securely and efficiently to their employees in a timely fashion. Their ideal solution would need to be able to:

- Eliminate their dependence on third-party W-2 printing and distribution
- Reduce production, handling and consumable costs
- Reduce employee helpline requests
- Ensure W-2 and pay stub delivery to employees at different salons worldwide
- Seamlessly integrate with their existing financial applications

### The Solution

Having been a loyal user of Digital Designs' secure laser check printing solutions since 2002, Regis asked DDI to recommend a solution to their dilemma. Digital Designs suggested using their existing DDI print solution to manage W-2 and pay stub production operations, and a self-service business model for employees to access their W-2s and pay stub documents anywhere, at any time. By accessing these documents on-demand, employee would not have to call the help desk for print requests. DDI's FormServer solution manages the original production of more than 100,000 W-2s each year. DocAgent transforms their output into electronic images of each document and sends them to the DocAgent Web portal where they are indexed and secured, using authorization lists and business rules to manage documents throughout their lifecycle.

REGIS CORPORATION

### REGIS CORPORATION Business Case at a Glance

- Global Leader in Beauty Industry
- Headquartered in Minneapolis, MN

## Realizing the Benefits

Regis Corporation has experienced significant time and cost savings by implementing the Digital Designs solution. The company is no longer dependent on a vendor for issuing W-2s, and employees can now access their documents easily and securely over the Web when a reprint is needed. By allowing employees to print their documents on-demand, the Payroll team has not only seen a dramatic time savings but has been able to extremely reduce the costs associated with traditional printing and mailing methods.

By choosing the hosted solution, Regis removed the burden of up-front hardware and software costs and ongoing server administration and management. Digital Designs provided the flexibility and control to Regis that they needed while hosting the solution and allowing Regis to focus on their core business initiatives. The solution puts that control in Regis' hands and allows them to deal directly with the employees rather than going through a third-party company.

Barb Muellerleile, Director of Payroll states that Digital Designs is "willing to do anything to make the customer happy." DocAgent is easy to use, even for the non-technical user, and employees can now produce instant copies of their required documents without having to place a call request and wait for delivery by mail. Regis Corporation is able to use the resultant cost savings and freed resources to focus on company growth and successfully managing their thousands of business locations worldwide.

*Digital Designs is "...willing to do anything to make the customer happy."*

– Barb Muellerleile  
Regis Corporation

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