

About the Customer

One of the largest food and drug retailers in North America, operating over 1,700 locations throughout North America with over 200,000 employees.

Operating a high volume check printing center at eight locations across North America, this company prints and distributes payroll checks to their employees weekly. Headquarters processes the payroll and distributes the files for printing to each of the eight centers.



The Solution

Before using a TROY solution, this large retailer utilized a continuous form, high speed printer. This system printed the variable data onto a pre-printed MICR form. Some challenges that were faced by this implementation include the accountability of all pre-printed forms, reconciliation of all of the checks that were written, as well as timely disbursement of the payroll checks.

TROY made the recommendation that the customer transition from a centralized printing model using a single printer to a distributed printing solution using a fleet of TROY 9000 printers. By purchasing this printer model, the retailer was able to maintain the volumes of printing they were accustomed to in a distributed model that provided higher levels of service.

As a combined effort TROY and its payroll software solutions partner provided this retailer with a solution that was installed and in production within just a few weeks. The headquarters creates the payroll files and distributes the files to each of the eight distribution centers each week. When the distribution center receives the appropriate information the software converts the check into a file which is printed on a TROY MICR 9000 Printer. Each regional distribution center owns between two and six printers enabling them to print and distribute their employee checks in the same day.

Purchasing multiple printers for each location allows for back-up production security; if a printer becomes temporarily disabled the payroll process does not have to cease. In addition, the solution has provided this retailer with the ability to have faster print times as well as better distribution of payroll.

The Result

Using the solution since December 2001, this retailer has been able to implement a distributed payroll printing environment which allows for prompt consistent payroll service to their employees.

"Our overall experience has been positive. The TROY Printers have been an asset to delivering our Payroll, with high reliability." Payroll Deliverable Manager

** To protect customer privacy TROY does not disclose customer names without written consent.

Business Partner



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