

From spreadsheets to strategy: The ROI of automating pay increase cycles at Cheyenne Regional Medical Center



Cheyenne Regional

Company

Cheyenne Regional Medical Center

Industry

Hospitals & Physicians Clinics

Employees

2,200+ employees

Headquarters

Cheyenne, Wyoming

**Payscale Solution**

Paycycle

Overview

At Cheyenne Regional Medical Center (CRMC), innovation extends beyond patient care to how the organization rewards and retains its people. The lean HR team wanted to bring enterprise level operational rigor and strategy to a regional healthcare setting without losing the human touch that defines Cheyenne's culture. To modernize the pay increase process and create a transparent and efficient system, CRMC partnered with Payscale and implemented Paycycle. The results were immediate: workflows became more efficient, managers gained better visibility into pay decisions, employees received clearer communications, and HR could focus on strategic initiatives rather than administrative tasks.

“Our executives love Paycycle because it's simple, intuitive, and gives them real-time visibility into budget and spend. One click, and they have everything they need.” **”**

Grant Clifton

HR Manager of Compensation, Recruiting, HRIS & Culture

Results

✓ **\$80,000+ in cost savings**

Automation replaced months of manual work, achieving ROI in less than a year.

✓ **From months to weeks per compensation cycle**

Streamlined workflows reduced administrative burden and accelerated decision-making.

✓ **Fewer errors, greater confidence**

A centralized “system of truth” eliminated version-control issues and manual mistakes.

✓ **Improved leader empowerment**

Managers could answer employee questions, reducing HR follow-ups by an estimated two FTEs' worth of time.

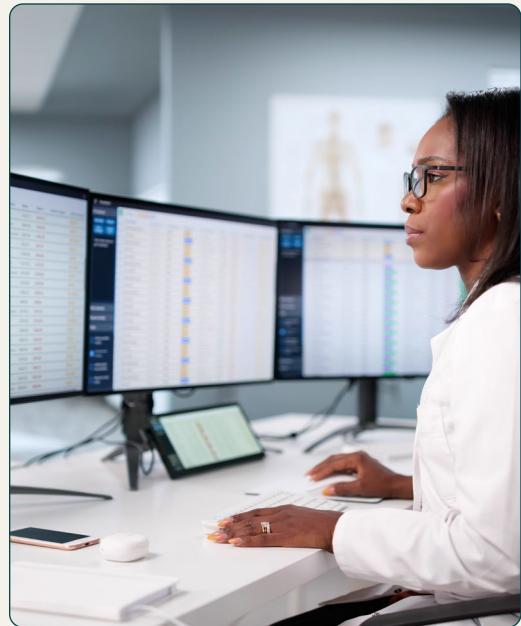
✓ **Employee trust**

Letters now clearly explain market adjustments, merit increases, and bonuses.

Challenge

As CRMC shifted toward performance-based pay and a culture of transparency, its legacy Excel-based compensation cycle could no longer support its goals. The entire process—leadership review, data updates, budgeting, and employee communication—was managed manually, creating a heavy administrative burden on a lean HR team. With a high volume of spreadsheets to maintain, pay increase cycles were time-consuming, error-prone, and disjointed.

Manual workflows also negatively impacted the employee experience. Managers lacked basic information such as pay ranges, historical increases, and market adjustments, forcing them to rely on HR for answers. Employees received complex pay statements that sometimes included zero-value fields, undermining confidence and creating the perception that something had been withheld. At the same time, executives wanted more real-time financial visibility and the ability to evaluate both budget-restricted and performance-based compensation models without wading through spreadsheets or requesting reports and updates from HR.



Solution

CRMC turned to Payscale to streamline operations, improve transparency, and provide a predictable and equitable pay experience for all employees. There were several key features that led to CRMC's transformation:



Leader transparency

Managers gained secure access to pay bands, historical increases, and compensation comparisons—empowering informed conversations.



Automation

Personalized employee letters were auto-generated, removing manual merges and reducing errors.



Budget control

Executives could see real-time merit and market adjustment totals, ensuring financial alignment.



Customization

Paycycle adapted to CRMC's compensation philosophy, not the other way around.

Paycycle's flexibility offered another key advantage. CRMC ran two compensation models simultaneously: a performance-driven HR algorithm aligned with its pay philosophy, and a structured budget model with fixed limits. This dual-model approach allowed the team to adapt quickly to changing financial conditions, a process that previously required extensive manual effort.

Perhaps most importantly, Payscale served as more than a software vendor—acting as a strategic partner who helped CRMC understand industry best practices and build organizational credibility. The investment in best-in-class software sent a clear message: the HR team wasn't looking to outsource compensation management — they were committed to building trust and proving a lean team could deliver enterprise-level results.

Outcome

The results were immediate and significant. CRMC saved more than \$80,000 in annual costs by eliminating manual processes, and reduced increase cycle work. Leadership questions dropped to almost zero, as managers now understood the full compensation story and could confidently communicate it to their teams.

Employees received simpler, clearer information that improved their trust in the pay process. Executives also benefited from real-time visibility into budgets and performance, enabling faster and better-informed decisions.

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“Payscale treated us like their most important customer. We may not be a large healthcare system, but we were treated like we were. That partnership is what sets Payscale apart.”

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Grant Clifton

HR Manager of Compensation, Recruiting, HRIS & Culture



“The transparency Paycycle brought to our organization changed everything. Leaders finally understand the ‘why’ behind every pay decision, and employees feel more informed and respected.”

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HR's workload shifted dramatically: tasks that once took months now take days. The team now uses that time for initiatives like pay equity analysis and introducing other compensation strategies that directly impact retention and engagement. Beyond the operational gains, CRMC's HR team strengthened its credibility and established itself as a regional leader in modern compensation practices—so much so that other healthcare systems began asking what CRMC was doing differently.

Paycycle ultimately helped CRMC deliver a pay increase experience that is transparent, simple, financially aligned, and built for long-term success. What used to be five months of stressful, spreadsheet-driven work is now an efficient, streamlined, and highly trusted process. For CRMC, Paycycle didn't just modernize compensation, it rebuilt confidence in pay decisions across the entire organization.

“Through a strategic partnership with Payscale, we brought our compensation vision to life. When technology meets transparency and strategy meets empathy, HR becomes a true driver of organizational excellence.”

Grant Clifton

HR Manager of Compensation, Recruiting, HRIS & Culture

Payscale is the original compensation innovator for organizations who want to scale their business with pay and transform their largest investment into their greatest advantage. With decades of innovation in sourcing reputable data and developing AI-powered tools, Payscale delivers actionable insights that turn pay from a cost to a catalyst. Its suite of solutions — Payfactors, Marketpay, and Paycycle — empower 65% of the top companies in the U.S. and businesses like Panasonic, ZoomInfo, Chipotle, Quest Diagnostics, University of Washington, American Airlines, and TJX Companies.

Create confidence in your compensation. Payscale. To learn more, visit www.payscale.com.

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