



CASE STUDY • INDEPENDENT COMPOUNDING PHARMACY

Back to Helpside: How a 130-Year-Old Pharmacy Chose Peace of Mind Over a Cheaper Price

How a 130-year-old Wyoming pharmacy returned to Helpside to strengthen payroll administration, simplify multi-state compliance, and support continued growth.

10+

HOURS SAVED PER NEW HIRE

completing I-9 Section 2 & E-Verify through Helpside

~40

HOURS SAVED ANNUALLY

client estimate, reclaimed from payroll and HR admin

~6X

TEAM GROWTH SUPPORTED

from approximately 6 to 34+ employees

INDUSTRY

Compounding & HRT Pharmacy

HERITAGE

130+ years in Evanston, WY

LOCATION

Evanston & Bridger Valley, WY

SOLUTIONS USED

Payroll, PTO & Compliance

THE CHALLENGE

The Cost of Cutting Corners

- **A Costly Provider Switch.** City Drug once moved to a lower-cost payroll provider — only to discover that company wasn't correctly filing taxes with the IRS, leaving the pharmacy to untangle the fallout.
- **Multi-State Growth Complexity.** As City Drug added sales reps and pharmacy licenses across dozens of states, every expansion meant learning a new set of state-specific employment laws.
- **Manual HR Overload.** PTO tracking and handbook policies were being managed without a documented system employees could reference themselves, even as headcount kept climbing.

THE SOLUTION

The Helpside Difference

- **A Confident Return.** After experiencing the risks of a lower-cost provider, City Drug returned to Helpside — confident that payroll and compliance would be handled correctly.
- **Responsive, Personal Support.** “They're so good about connecting and responding. Anytime I had a question, they were just happy to answer and respond, and if we want to tweak anything, that's never an issue,” said Kaelyn.
- **Built-In Multi-State Compliance.** Whenever City Drug expanded into a new state, Helpside filled in the gaps — updating the handbook and explaining exactly what the new laws required.
- **Full Audit Support.** When a government census requested extensive employee documentation, Zach on Helpside's HR team took it on directly — handling every form and report.
- **A Personal Handoff.** When City Drug's Helpside contact, Katherine, moved on, she sent a personal note introducing her replacement before the transition happened — so City Drug never had to wonder who to call next.



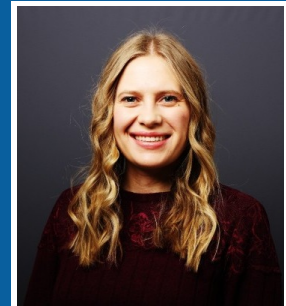
THE RESULTS

What Changed After Returning to Helpside

- ✓ Avoided further IRS and tax-compliance risk after a previous provider mishandled payroll tax filings.
- ✓ Multi-state compliance handled seamlessly — licensed in 23 states, with sales reps active in 3.
- ✓ A full government employment census was completed entirely by Helpside's HR team, with no added burden on staff.
- ✓ PTO tracking modernized — moved from manual tracking to a digital system employees can view themselves.
- ✓ Onboarding simplified for a fast-growing team, now sized at 34+ employees across 2 locations.
- ✓ New-hire onboarding sped up further — Kaelyn estimates saving 10+ hours per hire by completing Section 2 of the I-9 and E-Verify directly through Helpside.

"They're so good about connecting and responding. Anytime I had a question, they were just happy to answer and respond — and if we want to tweak anything, that's never an issue."

— Kaelyn Potter, Administrative Assistant, City Drug Pharmacy



Want to see how much your business could save on benefits and HR admin?

Request a Custom Helpside Benchmark Analysis.

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130 YEARS OF CITY DRUG PHARMACY — EVANSTON, WY



THEN



NOW