Payroll Relief Case Study

Strength in Numbers Cooperative | Cirrus Payroll + HR

How One Accountant Saved 20 Staff Hours a Week by Offloading Payroll

...without Changing Software or Losing Clients



FIRM PROFILE

- **Firm:** Strength in Numbers Cooperative
- **Location:** Buffalo, NY
- **Team Size:** 5 employees
- **Client Focus:** Monthly bookkeeping for nonprofit organizations
- **Payroll Platform:** Payroll Relief
- **Payroll Clients Transferred:** ~60



Ryan Knowles, CPA – Founder

THE CHALLENGE

Ryan Knowles, CPA, leads a mission-driven accounting firm focused on serving nonprofits. With clients ranging from $300K to $6M in annual revenue, the firm delivers high-touch monthly bookkeeping. Over time, they inherited a book of payroll clients—around 60 in total—using Payroll Relief.

Although payroll wasn't the core of the firm's strategy, it consumed more time and attention than it was worth. Supporting that many payroll clients without a fully built-out team led to inefficiencies, stress, and challenges with scaling.

> *Someone always had to be available. It made it hard to take a break or step back and focus on improving our business.*
>
> *– Ryan Knowles, CPA*

RESULTS AT A GLANCE

- ☑ 20 hours/week saved across the team
- ☑ No software disruption for clients
- ☑ Team morale and focus significantly improved
- ☑ Continued visibility into payroll reports
- ☑ Stronger ability to serve and grow nonprofit clients



THE TURNING POINT

After realizing that payroll was holding the firm back from its nonprofit mission, Ryan decided to exit the service entirely. But he didn't want to disrupt client experience or force a software switch.

That's when he connected with Cirrus Payroll + HR, a firm that also uses Payroll Relief and specializes in transitions like this.

> *Some of our clients forgot the change even happened. That's how seamless it was.*
>
> *– Ryan Knowles, CPA*

THE TRANSITION

A smooth transition was key. Ryan considered local payroll options but prioritized keeping clients on Payroll Relief to minimize disruption.

Cirrus Payroll + HR delivered:

- A guided, low-friction transition plan
- Consistent software & reporting for clients
- Ongoing report access for Ryan's team
- Responsive support & shared client tracking tools

THE IMPACT

> *We're giving better service now. I feel more confident in the work we're doing, and my team is happier too!*
>
> *– Ryan Knowles, CPA*

Ryan's Recommendation

I would highly recommend this process to other Payroll Relief users. If you're stuck with too few payroll clients to build a team but too many to manage well, partnering with Cirrus Payroll + HR is a great solution.

Thinking About Your Own Exit Strategy?

If payroll is holding your firm back, Cirrus Payroll + HR can help you offload it without the headaches.

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