Case Study.

Sbarro's Secret Ingredient? Earned Wage Access

Sbarro has been serving its original New York pizza since their start in Brooklyn in 1956 and has expanded worldwide to over 800 locations in 30 countries. Rohan Shearer is the Chief Administrative Officer at Sbarro and heads up their Human Resources team. He sat down with us to chat about why Sbarro chose to implement an earned wage access program, and what impact it has had on employee engagement, recruitment and retention. Read about his experience below.

Why Implement Earned Wage Access?

We've been with DailyPay for nearly 5 years, and it's been great. We're always trying to stay close to the pulse of what's happening in the workplace, and we saw this emerging technology and chose to explore how it might help us at Sbarro. We vetted several providers, but there was really no competition. DailyPay had already overcome legislative hurdles and provided a buttoned-up integration with our tech stack. The interface was very user friendly and the support they provided was significantly more substantive than their competitors.

We're so grateful we picked DailyPay. It's absolutely been the right choice.

Less now, but in the early days I think there were some misconceptions about earned wage access. People didn't understand how this was different from a payday loan or other options. As we've educated our employees and associates, everyone understands better that not only are you not paying fees to lenders, with DailyPay there are even no fee options for accessing their wages. Our employees love DailyPay.

Client: Sbarro
US Headquarters: Columbus, OH
Industry: Quick Service Restaurants
Number of US Locations: 375
Payroll Platform: UGK PRO
Time & Attendance Platform: UGK Workforce Management

How Was the Integration?

The integration was great. I've been in the industry for over 25 years, and nothing is ever as easy as the sales team promises, but DailyPay's integration was what they said it would be. We got what we expected. Though we had a few minor hiccups, as is the case with any integration, they were quick and easy to resolve because DailyPay was with us the whole way as a true partner.

And even after integration, DailyPay has stayed connected to our account for all these years. They met with us regularly in the beginning, and they continue to meet with us now. One of the differentiating factors that was meaningful to us was that with Daily Pay there's a customer support team dedicated to resolving employee issues. We don't have a huge payroll department, and we can't afford to add any burden to their workload. When our employees have questions, they can go directly to DailyPay for help instead of coming to us.

“... it really took off and exceeded our expectations in a major way”

What Have the Results Been?

I don’t think any of us anticipated it would be as successful as it is. We thought some may choose to use it and it might be good for recruitment, but it really took off and exceeded our expectations in a major way. 5 years post implementation, today a full two thirds of our employees have downloaded the app, and about half of those are active users. I’ve spoken with so many employees who have accessed their wages for a variety of reasons. I remember one who used it to buy concert tickets they didn’t want to put on a credit card.

The other thing we didn’t anticipate was that employees are logging in to DailyPay not only to gain early access to their wages, but many just to check their balance and see how much they’ve earned during the current pay period so far. It makes the money they’re earning real. As you work, you see your balance growing and that money can be yours right away. That connection reinforces the behaviors we want to see in our employees, such as fewer call-offs.

The overall impact has been massive. We’re doing a lot of things to help with retention and have won **“Best Brand to Work For”** awards from QSR Magazine and **Great Place To Work® Certification**. Our offering DailyPay has absolutely had a part in that recognition.

We also track employee turnover closely. Since launching DailyPay, in connection with our other employee engagement initiatives, **our staffing levels have improved to now over 100%** at both the crew and manager-level positions and our turnover is now down to **90%, less than half the industry average**. It’s phenomenal, and we owe DailyPay a deep debt of gratitude for being such great partners along this journey.

QSR BEST BRAND TO WORK FOR CERTIFIED 2023

QSR BEST BRAND TO WORK FOR CERTIFIED 2024

Great Place To Work® Certified JUN 2024-JUN 2025 USA

TURNOVER DROPPED TO 90% LESS THAN HALF THE INDUSTRY AVERAGE

90%

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DailyPay: Sbarro's Secret Ingredient