



CLIENT STORIES

How Elements Massage **saves time and cuts payroll costs in half** with OnPay

For franchise owner Carlos Vanegas, running multiple locations required finding a payroll partner to reduce the workload.



The right elements: How massage therapy sparked a career change

For Elements Massage franchisee Carlos Vanegas, the journey began years ago as a client suffering from severe lower back pain. After massage therapy saved him from surgery, he realized he wanted to be part of the industry that gave him his life back.

Launching his first Elements Massage location in 2019, he set out with a clear mission: to share the life-changing wellness benefits he had personally experienced. Since then, he has grown his business to three locations, employing a team of more than 65 people.

"I really love the services we provide and how we can literally change lives through massage," Carlos says. "Driven by that passion, I knew this was a business I wanted to be part of so I could help others on a larger scale."



ABOUT THE CLIENT

Elements Massage

Where: Arizona and nationwide

Company Size: 65+ employees

Client Industry: Massage Therapy

Joined OnPay: January 2023

Elements Massage was looking for a dependable, budget-friendly payroll switch. OnPay delivered a seamless transition, giving them a smarter way to manage payroll without the premium price tag.

The screenshot displays the OnPay dashboard for a user named Michelle. The interface includes a sidebar with navigation options: Dashboard, Workers, Payroll, Reports, Filings, HR, Time, Benefits, and Company. The main content area features a greeting "Good evening, Michelle" and a row of employee profile cards for Marissa Richards, Douglas Riddle, Eliana Dennis, and Jessica Foley, with a plus icon for adding more employees. Below this, there are three main sections: "Recent pay run" showing "Feb 1st" with buttons for "SUMMARY" and "CHECKS"; "Pay schedule" showing a calendar for February with dates 6, 7, 8, 9, 10, 22, and 23 highlighted; and "Next pay run" showing "Feb 5th" with a "START RUN" button and a "Bi-Weekly" frequency indicator. The CNBC logo is visible in the top right corner of the dashboard area.

THE CHALLENGE

How a trusted recommendation became a roadblock

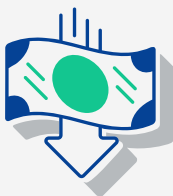
In the very early days of the franchise, Carlos went with a payroll vendor based on a trusted recommendation, skipping the research phase. Fast forward a few years when he purchased another location from an existing owner, and Carlos began experiencing a lot of frustration with their payroll provider.

Scaling to multiple locations made managing health benefits and 401(k)s much more complicated. The payroll vendor quickly became a source of frustration. Instead of saving time, Carlos found himself dealing with unhelpful support, and more.

Carlos set three non-negotiables in his search for a new provider:

- ✓ End-to-end automation: Taking the guesswork out of tax filings and payroll tracking
- ✓ Transparent pricing: Eliminating the unexpected invoices and hidden fees for good
- ✓ Simplicity first: A streamlined system built for a busy franchise owner to run independently

With OnPay, Elements Massage:



Cut payroll costs by over half annually, saving thousands of dollars



Reduces time spent on payroll from days to just 2.5 hours a month



Takes care of tax filings and payments with no phantom charges along the way

THE SOLUTION

Streamlining franchise payroll operations with OnPay

Recognizing the need for a change, Carlos evaluated several payroll alternatives, vetting roughly 10 different providers. Two things mattered most: cost and customer service. The goal? Find a solution that offered automation, easy-to-understand pricing, and simplicity without the messy, fragmented feel of his previous vendor.

After reading all the ratings and reviews he could find, Carlos chose OnPay — and it's proven to be one of his best business decisions since becoming a franchisee.



"OnPay is allotting us more time — less time working on payroll and more time spent growing the business. You should try OnPay. It will save you a lot of money and you will have a great experience."

Carlos V.,
Elements Massage

PRESENT DAY

Big savings and peace of mind

Since switching to OnPay, Carlos has cut payroll costs by more than half, saving thousands of dollars while gaining more accurate tax filings and expert support. The days of hidden fees have been replaced by clear, upfront pricing, and OnPay even serves as the franchise's Broker of Record for health insurance plans. Because everything is in one place, Carlos and his operations team can easily collaborate without stepping on each other's toes. Backed by an intuitive interface and simplified reporting, running payroll is no longer a chore — giving Carlos time back to focus on marketing and growing his business.

For more information:
onpay.com

