CASE STUDY

kayapush

The Higher Path to Streamlined Operations

How KayaPush Powered Success at This California Dispensary



From Humble Beginnings to Higher Ground

From its humble beginnings in 2013 with just a handful of employees, The Higher Path Collective has blossomed into a cornerstone of Los Angeles' thriving cannabis scene. Their core mission extends far beyond simply turning a profit, as they aim to empower both medical patients and recreational users by providing them with essential knowledge and top-quality products. On top of that, cannabis education and community-focused events are at the forefront of their company culture, aiming to make a difference.

Just three short years later, in 2016, The Higher Path Collective was named the Best Dispensary in Los Angeles, reflecting their commitment to top-notch quality and service. Over the next few years, they outgrew their 1,100-square-foot space and continued to expand their services and product range. Today, The Higher Path Collective has become a staple in the Sherman Oaks community, offering affordable access to a carefully curated selection of cannabis products.

We recently sat down with Jerred Kiloh, Owner of Higher Path, and Jessica Martin, Chief Operating Officer and General Manager of Higher Path, to explore how using KayaPush's all-in-one automated people management solution has empowered them to achieve their goals.





"When people come in here and feel like they're a part of this family, whether they're an employee or a customer, that's something that you want to be a part of, and we've created that here."

-Jessica Martin



Pre-Roll Problems: Challenges Before KayaPush

Before using KayaPush, Higher Path faced the challenges of juggling multiple software platforms for essential tasks like scheduling and payroll. Their people management was very fragmented using this approach, which required Jessica to take valuable time out of her day for manual data entry and consolidation across all platforms. HR often became even harder for her to manage because of California labor laws – some of the strictest labor laws in the country. Jessica remembers she "always had to do all that research on [her] own and bring it into [the] platforms [they were] using."

As Higher Path continued to grow and expand, Jerred and Jessica knew they needed a better solution that could scale with their business.

California Compliant

As a company operating in California, PAGA claims are a costly concern. With some claims costing businesses up to **$100,000** to settle, Jerred now feels much more comfortable having KayaPush on their side to provide compliance guidance and hold staff accountable for their own breaks. **He expects to save about $15,000 per year on labor attorney fees and PAGA claims,** which he says is "one of the most beneficial and largest ROI things you can have with a platform like KayaPush."

Lighting Up Efficiency With KayaPush

Going from a scattered workflow to using an all-in-one system has been a game-changer. Onboarding with Cindy and Lee from the KayaPush team was an absolute breeze for Jessica, providing her with the support and training she needed to succeed. She notes that they were "super reachable, very personable, and [she's] been really happy with them." Additionally, KayaPush's user-friendly interface made it easy for all staff to get on board with the software without any extensive training.

Jerred echoed Jessica's sentiments about the new transition, stating that they **"were using four or five platforms to get what KayaPush is offering."** With everything consolidated into one platform, juggling multiple systems and researching time-consuming labor laws was a thing of the past. This newfound organization has been a "dream come true" for Jessica.



> "The KayaPush software is beyond user-friendly. I tell my staff all the time that even if you haven't opened it before, you'll most likely be able to figure it out without having to do any training or research."
>
> *-Jessica Martin*

Cultivating Higher Path's Full Potential

Beyond the initial transformation, the Higher Path team is thrilled about several new benefits that they can now add to their toolkit thanks to KayaPush. Despite being Senior HR Certified, Jessica loves "being able to have a backup [to] double check that [she's] doing the right things." It brings her peace of mind when completing HR tasks – no matter if they're big or small.

Some of Jerred and Jessica's favorite KayaPush features are:

POS Integration

Jessica was very excited to integrate their POS system, Treez, which allows her to access real-time labor reports right at her fingertips.

Scheduling Made Simple

Having labor vs. sales data to automatically make schedules further simplifies Jessica's to-do list.

Biometric Time Tracking

Using facial recognition technology for clock-ins and clock-outs prevents buddy punching and provides peace of mind.

Built-In California Labor Compliance

Now, Jessica doesn't have to worry about doing her own labor law research – everything is built into KayaPush, ensuring they stay compliant with California labor laws.

Dedicated HR Expert

Instant access to an HR expert has significantly eased Jessica's workload by providing immediate answers and personalized assistance.

Hiring Platform Integration

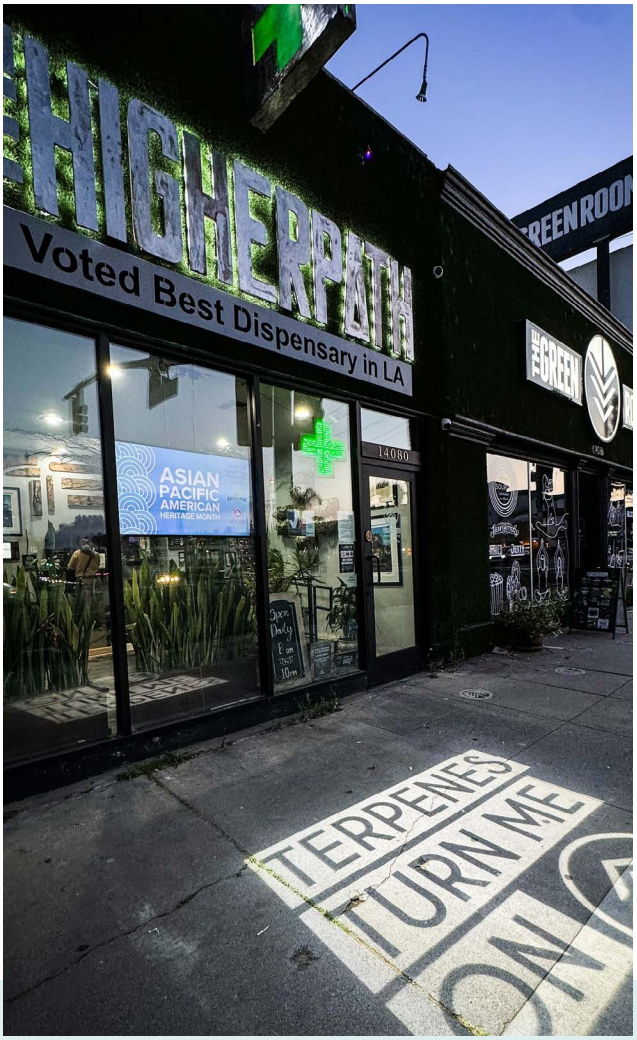
Integrating KayaPush with their hiring platform, Indeed, keeps hiring and onboarding streamlined from start to finish.

Having all people management tasks consolidated into one easy-to-use system has given Jerred and Jessica more time to focus on strategic initiatives to grow the business.



Simplify dispensary HR and ensure peace of mind with KayaPush

Join The Higher Path Collective and thousands of successful dispensaries by experiencing strain free HR with KayaPush. Our all-in-one solution streamlines scheduling and payroll, ensures compliance with California labor laws, and provides dedicated HR expertise for ultimate peace of mind.



Light up your dispensary operations with KayaPush!

BOOK A DEMO

