



## BUSINESS IMPACT

DO MORE WITH LESS

ATTRACT AND KEEP  
GREAT EMPLOYEES

HELP MINIMIZE  
COMPLIANCE RISK\*

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# Aspire Saves Money and Improves Efficiency with Hosted HR, Payroll, and Benefits Administration Solutions from ADP

## COMPANY BACKGROUND

Aspire is a leader in services that help children and adults with developmental disabilities reach for their hopes and aspirations. Each year, the organization assists more than 1,000 individuals with a wide range of caring personalized services, focused on helping them to aspire to new possibilities. The organization employs 400 persons to provide its services at 22 locations including 16 group homes, a vocational training site, and several other facilities.

## THE CHALLENGE: Leverage Technology to Improve HR Services

### Automated, Integrated Payroll and HR Systems Create New Efficiencies

“Aspire was the proud owner of a legacy computer system that supported our payroll and HR operations,” recalls Lorraine McCormick, Aspire’s Vice President of Human Resources & Team Building. “We had our own time clocks and processed payroll in-house. We deposited our own payroll taxes and printed our own paychecks. In fact, seven separate people were involved with our payroll process. We handled benefits administration the old-fashioned way – printed books and forms. At every juncture, there was human intervention and, as a consequence, human error at times. The system had not grown to meet the organization’s needs. Our processes were prone to mistakes and we needed to find a way to get more people supporting the people we serve instead of handling our payroll and HR administration.”

## THE CHALLENGE: Engage Employees Through Self-Service

### Self-Service Puts Employees Instantly In Touch with the Information They Need

“Aspire’s HR operating model was very traditional,” recalls McCormick. “HR was where people called when they had any kind of question – about pay, time off, benefits, and so forth. You’d get a call from an employee, take time to look something

up, and place another call back to the employee with an answer. One day we realized that the overall process was time-intensive and inefficient. HR had become more of a bottleneck than a resource.”

## THE CHALLENGE: Mitigate Payroll-Related Noncompliance

### A Comprehensive Payroll Solution Can Alleviate Payroll Tax Administration

“While possible, handling payroll tax filing in-house is not a good idea for more than one reason,” says McCormick. “Keeping up-to-date on regulatory changes is time-consuming, as is completing accurate and timely filings. One mistake can result in expensive penalties. Why assume the burden of making a mistake when there are good service providers out there who can do the administration for you?”

## Solution: ADP Workforce Now™

Aspire replaced its legacy system with a streamlined, technology-assisted HR, payroll, time and attendance, and benefits administration solution. “As an organization, we made a commitment to leverage the best technology and for us that meant going with ADP – specifically ADP Workforce Now,” McCormick notes. ADP’s Web-based solution includes a self-service component that empowers Aspire employees to access and act on information, such as benefits changes. “At first, we had some apprehension because we have the whole gamut of users in our employee base, from users who never turned on a PC to others who use a computer all the time. ADP Workforce Now is so user-friendly it appeals to everyone.”

Aspire gladly left behind its traditional HR operating model for an automated, integrated set of modular solutions for HR, payroll, time and attendance, and benefits administration. Biometric hand punch clocks replaced the old time clocks at Aspire’s larger worksites. Employees at its group homes log in and out via computer using personal passwords. In either scenario,

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Lorraine S. McCormick  
Vice President of Human Resources  
& Team Building  
Aspire  
Westchester, Illinois

## About ADP

ADP is one of the world’s largest providers of business outsourcing solutions. Leveraging 60 years of experience, ADP offers a wide range of HR, payroll, tax, benefits administration and time management solutions from a single source. ADP’s easy-to-use, cost-effective solutions for employers provide superior value to companies of all sizes and types. Count on ADP for unparalleled compliance support and the most qualified and accessible client service in our industry.

managers conveniently check employee time online and send approved pay data to Aspire’s payroll department for processing. Payroll, HR, and benefits data reside in a central database. One entry automatically updates records across each module. Data integrity is highly reliable and readily accessible to decision-makers. McCormick notes, “Now we are anticipating not merely reacting to data. The various payroll, HR, time and labor management, and benefits reports present us with ‘actionable’ information. This is information that can save us money.”

To eliminate the inherent problems of system ownership, Aspire chose ADP’s hosted Workforce Now solution. “Our server was getting full and our legacy system kept requiring ‘patches’ of one kind or another. ADP gave us a fresh way to handle the process and details of HR, payroll, and benefits administration,” McCormick explains.

ADP’s hosted Workforce Now solution clearly connects Aspire with broad and important objectives.

### Do More With Less

- Eliminate task redundancies by entering data once while securely sharing it with executives, employees, and managers who need it.
- Reduce staff-related hours associated with the management of payroll, payroll tax filing, HR and benefits administration, and time and labor management.
- Enable decision-makers to evaluate, plan, and strategize using real-time data.

### Attract and Keep Great Employees

- Increase employee satisfaction and productivity with around-the-clock, self-service.
- Empower employees by providing them with the ability to act on important needs, such as updating personal data and making benefits changes.
- Administer tax-saving opportunities such as 401(k), Flexible Spending Accounts, and Section 125 Premium Only Plans.

### Help Minimize Compliance Risks\*

- Protect employee data through restricted, role-based access.
- Help minimize regulatory noncompliance and potential legal action with fair and consistent application of policies and work rules, using an integrated rules-based system.
- Provide accurate and timely filing of payroll-related taxes to federal and state agencies.

## REAL SUCCESS

### A Service-Based Solution Is a Satisfying World Away from In-House Ownership

“The unique thing about Workforce Now is that you get team-based service,” says McCormick. “It starts with the salesperson, who comes prepared with a high level of expertise and integrity. The implementation specialists are stellar. They listen. They understand what you want and they *deliver*. ADP’s ongoing service people are friendly and knowledgeable. You get a strong feeling that you are in good company if a question or problem comes up. I am able to relax a whole lot more. When we ‘owned’ our own payroll and HR system, I never had that feeling. You would always be waiting for the next system-related issue to come around the corner at you.”

### Real Return on Investment Results

“We did not have to dig too deeply into ADP Workforce Now’s features and benefits to quickly realize that it would help us save time and money within a short period of time,” McCormick notes. “Although it’s too early to tally the savings, we were able to eliminate the equivalent of one full-time payroll position. We are paying less overtime, because ADP’s time and attendance solution is helping us do an excellent job of scheduling employees by knowing who is approaching their overtime threshold. We don’t have the expense of printing benefit books, forms, and other materials. Our employees access information online and can download and print forms, as they need them. Just as important, our HR department is no longer a call center. Now we can apply our professional knowledge to bigger issues that require our special expertise.” McCormick concludes, “Overall, Workforce Now gives us the tools to save time and money like never before.”

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