

# BUSINESS IMPACT

GAIN A  
COMPETITIVE EDGE

ATTRACT, DEVELOP,  
AND RETAIN YOUR  
BEST PEOPLE

DO MORE WITH LESS

## ADP Workforce Now™ Comprehensive HR Provides Corporate Care and Its Employees with the Power and Added Expertise to Compete at a Higher Level

### COMPANY BACKGROUND

Established in 1984, Houston, Texas-based Corporate Care is one of the largest interior maintenance specialty companies in the country. Its certified technicians provide services that help to extend the life of textile and hard surface finishes in the commercial office environment. Corporate Care serves the 48 contiguous states through multiple facility locations.

### THE CHALLENGE: Gain Greater Control over Employee-related Costs Actionable Information Helps Employers to Better Identify and Control Costs

"We were in a co-employment arrangement with a provider of bundled employer administration services including things like payroll and benefits administration," recalls CeCe Ochoa, HR & Payroll Administrator at Corporate Care. "In theory, the arrangement looked good. In reality we were like an onsite supervisor that had little or no control over our own processes and what things like health-care costs and workers' compensation coverage were actually costing us."

### THE CHALLENGE: Get Better Access to Decision-making Data A Single, Real-time Solution Powers Better-informed Decisions

"One of the worst things about our former co-employment relationship was the lack of access we had to information," she adds. "Under that arrangement, we couldn't run reports. We had no instant access to information for analysis. We couldn't even provide things like paid time off back to the field. We were working in an environment of manual forms and processes that involved an incredible amount of rekeying, faxing, and follow-up phone calls."

### THE CHALLENGE: Reduce Payroll Processing Time An Efficient and Automated Payroll Process Enhances Accuracy and Timeliness

"If you could believe it, our vendor actually used *another* company to process our payroll," says Ochoa. "From start to finish,

it took seven days to do payroll. If there were mistakes, we had to call our contact person and they called *their* vendor to make things right. It would take days or weeks to make a personal information change and it was difficult to simply revise a W-2."

### THE SOLUTION: ADP Workforce Now™ Comprehensive HR

"With ADP Workforce Now Comprehensive HR, we've cut our manual work tasks by about 75 percent, we have control over our payroll and HR processes, and we've substantially reduced our direct costs," says Ochoa. "It's a different world for us. Payroll input is quick and easy. Self-service enables us to handle things like policy acknowledgements and open enrollment over the Web. And the accessibility to ADP's experts and their support is exceptional. We get all the help we need with a single call."

ADP Workforce Now Comprehensive HR provides Corporate Care's HR staff with ready access to a team of experts across the HR spectrum, paired with *integrated tools and technology* that grows with them to support changing payroll, HR, and benefits administration needs. Moreover, through an efficient *Web-based portal environment*, it provides a *single point of access* to the information that the organization, its managers, and its employees need.

To help ensure a seamless service experience that exceeds expectations, ADP assigned a *Relationship Manager* to be the central point of contact for Ochoa and to coordinate ADP's team of experts to comprehensively support Corporate Care. These experts include HR Compliance and Benefits Specialists, Payroll and Tax Client Specialists, and Recruitment and Risk Management Specialists.

"One of the great things about ADP Workforce Now Comprehensive HR is the fact that it did not take long to get started," notes Ochoa. "ADP worked with us to create an accelerated implementation plan and we went 'live' very quickly, including direct deposit, without a hiccup. I have never worked with such a

**“When you add everything up, and that especially includes the ready access to all the knowledge and expertise of ADP’s specialists whenever we need it, we are getting much more value – and paying less.”**

**“Based upon our analysis, we are anticipating first-year savings of about \$270,000 in fees and other costs by switching to ADP Workforce Now Comprehensive HR.”**

CeCe Ochoa  
HR and Payroll Administrator  
Corporate Care, Inc.  
Houston, Texas

## 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.

diligent and professional team.” Additionally, through a *comprehensive service center* and *company portal*, ADP provides *one-stop, secure access* to information that managers and employees need, enhancing ADP’s high level of ongoing support.

“Most of our employees are out in the field and the change to self-service was something our people came to appreciate very quickly,” Ochoa notes. “Before self-service everything was manual. You’d put in a written request and it could take a while to see the results. Now our employees go online to change their W-4, or a benefit option, or to request time off instantly.” She adds, “Our managers are amazed at the amount of work they can do with it. I am hearing that one of the biggest help features they like is the reminders, such as the 10-day reminder for performance evaluations.”

ADP Workforce Now Comprehensive HR is a flexible support system that goes well beyond software, by providing instant access to HR and compliance experts without adding to client headcount. The comprehensive solution supports core services that span the continuum of workforce management, helping you to adapt to changing business and regulatory environments, minimize compliance risks and control employment-related costs by accessing real-time Payroll, HR & Benefits, and Time & Attendance data.

### Gain a Competitive Edge from an Integrated Support Experience

- Benefit from a comprehensive combination of technology + ADP’s team of HR experts.
- Eliminate task redundancies by entering data one time while securely sharing it with the executives, employees, and managers who need it.
- Enable company executives to access real-time data for decision-making from a central source.
- Streamline your support experience with a single phone number, a single point of data entry, and a single partner to coordinate it all.

### Attract, Develop, and Retain Your Best People

- Increase employee satisfaction and productivity with around-the-clock self-service.
- Empower employees by giving them the ability to act on important needs such as updating personal data and making benefits choices.
- Utilize sophisticated management technology tools for informed decision-making.

- Offer convenient self-study, online courses for professional development.
- Offer Fortune 500-caliber perks like shopping and entertainment discounts, real estate services, and more.
- Provide a Comprehensive Employee Assistance Program (EAP) to help with life’s challenges.

### Stay Out of Trouble

- Enhance the security of employee data through restricted, role-based access.
- Decrease your business and professional risk with employee electronic acknowledgement of company policies.
- Minimize regulatory noncompliance and potential legal action with fair and consistent application of company policies and work rules, using an integrated rules-based system.
- Gain access to knowledgeable HR professionals who can support with best-practice recommendations regarding today’s changing business regulations.

### REAL SUCCESS

“I really love the reporting capability ADP Workforce Now Comprehensive HR gives us,” says Ochoa. “The assistance we receive from ADP’s HR and other experts is what makes a big difference for us. They show us how to get the reporting we want and expect. We don’t have to ‘settle’ for anything less. We can run analytics and communicate information we need to convey to our managers, the accounting groups, and others. For instance, we communicate a lot of information to our insurance broker for coverage purposes and it works to everyone’s benefit. With ADP, we’ve increased our communication effectiveness tenfold.”

### Real Return on Investment Results

“Based upon our analysis, we are anticipating first-year savings of about \$270,000 in fees and other costs by switching to ADP Workforce Now Comprehensive HR,” adds Ochoa. “To begin with, the huge fees we were paying as part of the co-employment arrangement are gone. Our unemployment tax rates have been cut almost in half, benefits premiums are more competitively priced, and we are seeing far better workers’ compensation insurance rates. When you add everything up, and that especially includes the ready access to all the knowledge and expertise of ADP’s specialists whenever we need it, we are getting much more value – and paying less.”

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