



BUSINESS IMPACT

DO MORE WITH LESS

HELP MINIMIZE
THE RISK OF
NONCOMPLIANCE

FIND, GROW, AND
KEEP GREAT PEOPLE

Monroe Bank & Trust Replaces Software Provider with Single-source, Service-Based Workforce Solutions from ADP

COMPANY BACKGROUND

Monroe Bank & Trust (MBT) is a full-service community bank serving southeastern Michigan with 25 locations. MBT provides its customers with a comprehensive selection of personal and business accounts, global ATM account access, comprehensive credit options, and wealth management services. Since its founding in 1858, MBT has grown into one of the largest community banks in Michigan with more than \$1.4 billion in assets. MBT has about 400 employees.

THE CHALLENGE: Engage a Reliable, Integrated Solution for HR, Payroll, and Benefits

Software Vendor's Product and Promises Failed to Meet MBT's Expectations

"We had been with ADP payroll for many years and decided to go with a competitor that sold HR, payroll, and benefits administration software," recalls Barbara Klemans, Senior Vice President of Human Resources at Monroe Bank & Trust. "We wanted a one-stop solution that offered us more bells and whistles, and we thought we had found it. However, our relationship with that software vendor – which lasted all of several months – ended up causing us a great deal of headaches, heartache, and trepidation. We suffered through a failed conversion and not one payroll – *not one* – was accurate."

THE CHALLENGE: Provide Employees with Self-Service Access to Their Data

Self-service Empowers Employees to Act on Their Choices

"One of the key drivers of our decision to go with the software company's solution was self-service," says Klemans. "We wanted to offer more to our employees, put them closer to things like their benefits information and options. We also wanted to

provide management with greater access to the information they need, using real-time data that gives you the ability to evaluate and act. This meant introducing a robust self-service capability. That became a moot question, as far as things went with the software company, when they couldn't get our payroll right."

THE CHALLENGE: Outsource Payroll Tax Filing to a Trusted and Reliable Provider

The Right Vendor Must Handle Administration, Inquiries, and Money Movement

Handling payroll taxes can place an unnecessary administrative burden on companies that opt for a payroll solution through a software vendor. While ADP manages the administration of payroll tax filing with its own professional staff, in some instances software vendors may do the same or "outsource" client payroll tax filing chores to a partner firm. "Buyer's remorse set in very quickly for us, and as it did we came to realize that things like this never ever happened to us when we used ADP's tax filing services," Klemans notes.

THE SOLUTION: ADP Workforce Now™

"Monroe Bank & Trust went back home to ADP, and we found a brand new HR, payroll, and benefits solution waiting for us there called ADP Workforce Now™," says Klemans. "It was *precisely* the integrated solution we were looking for."

Hosted by ADP, Workforce Now integrates ADP's Web-based solutions for HR, payroll, time and labor management, and benefits administration, helping to create an online information self-service environment for employees, managers, and business owners. ADP Workforce Now provides a single point of access for information and helps to lower operating costs because it does not require an investment in hardware, software, upgrades, or special IT support.

For more information: 1.800.CALL.ADP www.adp.com

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Barbara Klemans
Senior Vice President
Human Resources
Monroe Bank & Trust
Monroe, Michigan

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.

"It's like the sun is shining on Monroe Bank & Trust again, because of Workforce Now," says Klemans. "The accessibility to data is excellent. The reporting is excellent. The benefits and recruitment capabilities are excellent. *All the things* we wanted in a solution are there for us in Workforce Now."

ADP Workforce Now enables a smooth flow of information between the vital functions of employee management. Employees clock in and out by computer using their own personalized password. Managers approve time-worked and any exceptions electronically. The time and attendance module feeds approved pay data to the payroll module without the need for rekeying. The HR/benefits module interfaces with payroll to reflect the accurate and timely posting of payroll deductions. Self-service puts everyone – employees, managers, and business owners – closer than ever to the information they need.

ADP's automated, integrated, service-based Workforce Now suite of modular solutions is clearly aligned with MBT's vision and expectations, enabling the bank to:

Do More With Less

- Eliminate task redundancies by entering data in one module and have it seamlessly and simultaneously carried over into the others.
- Reduce staff-related hours associated with the management of payroll, payroll tax filing, HR and benefits administration, and time and attendance.
- Enable decision-makers to evaluate, plan, and strategize using real-time data readily accessible from a central source.

Help Minimize the Risk of Noncompliance

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

Find, Grow, 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.

REAL SUCCESS

Outstanding Implementation and an Excellent Service Experience

"We believed that the level of service delivered by other companies was the same level of service we were receiving from ADP. Unfortunately, that was just not the case," explains Klemans. "With ADP, the virtual training was exceptional. The facilitators were well organized. The presentation was spectacular. Implementation – from first contact to first 'live' payroll took just 45 days – and it worked! The ADP experience begins with a strong solution that is supported by ADP people, who know ADP's capabilities and, just as important, the needs of the clients they are serving."

Return on Investment

"While we have just begun with Workforce Now, we are confident that there will be savings in both time and dollars," Klemans notes. "However, as important as that is, the dollars you save don't begin to approach the worth of having confidence and peace of mind in the solutions that are supporting some of the most critical functions in your business. We did not have a deep appreciation of what the ADP brand means, until we were away from ADP for several months. If you lived through the pain we did with another provider, you would insist it felt more like a lifetime," she concludes.

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