



## BUSINESS IMPACT

OPTIMIZE EFFICIENCIES  
AND PRODUCTIVITY

ATTRACT AND KEEP  
GREAT EMPLOYEES

HELP MINIMIZE  
COMPLIANCE RISK\*

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# PMSI Achieves Consistently Higher Efficiency Goals with Hosted HR, Payroll, and Benefits Administration Solutions from ADP

## COMPANY BACKGROUND

PMSI is one of the nation's largest full-service providers of clinically driven services and solutions for pharmacy, medical services and equipment, and settlement solutions. Focused exclusively on the workers' compensation market, the company has served as a trusted resource for thousands of insurance payors, state workers' compensation funds, employers, and third-party administrators. PMSI manages millions of pharmacy, medical services and equipment, and settlement transactions each year. Headquartered in Tampa, Florida, PMSI employs approximately 600 employees and has a presence in virtually every state.

## THE CHALLENGE: Integrate HR, Payroll, and Benefits Functions

### Automated, Integrated Solutions Help to Reduce Costs and Improve Efficiency

"Like any other successful business, we continually look for ways to do things better," says Betsy Irizarry, PMSI's Vice President of Human Resources. "As PMSI looked at its business operations, integrating key administrative processes, such as payroll, HR, and benefits administration, would enable us to have better control over sensitive data and save time and money, to better serve our *internal* customers – our employees."

## THE CHALLENGE: Include Employee Self-Service in Administrative Solutions Effective Self-Service Empowers Employees and Adds to Employee Satisfaction

"There is a growing trend toward employee self-service for items concerning payroll, HR, and benefits administration," Irizarry observes. "Engaging employees through self-service was a must-have for us. We wanted to have a system in place that would enable our employees to access their information quickly and when they need it, allowing them to make and act on choices, such as their benefits elections."

The challenge was to find a self-service capability that is cost-effective and delivers high quality."

## THE CHALLENGE: Minimize the Risk of Payroll-Related Noncompliance Choose a Service Provider with Proven Knowledge and Expertise

"With employees all over the country, payroll tax compliance is a challenge because it requires tax-related knowledge of multiple tax jurisdictions," Irizarry explains. "The best way to avoid problems that could lead to tax penalties was to access the expertise we required from a best-of-breed service provider. So we decided to outsource our employment-related tax filing."

## THE SOLUTION: ADP Workforce Management Services

PMSI selected a suite of online, Web-based, hosted solutions – including ADP Workforce Now™ Comprehensive Benefits – that could be rapidly implemented. "We wanted to put in place integrated payroll, HR, and benefits solutions as quickly as possible with all the features we desired. We got it all done in three months. With ADP as a partner, it was a smooth and efficient process."

PMSI engaged a streamlined, Web-based environment that it created by using ADP's flexible and scalable workforce management solutions. Employees "clock in" and "clock out" swiftly and efficiently via computer using personal passwords. Supervisors approve employees' time online and send approved pay data directly to payroll for processing. Senior management gains immediate access to real-time information that allows them to drive decisions that can have a positive impact on profitability.

"We chose a hosted set of solutions because it was logical for us. It fit our plan to move forward as an organization that could not only provide innovative solutions, but also leverage leading innovations to our business

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**“With the help of ADP’s solutions, including Workforce Now Comprehensive Benefits, we were successfully able to go from five different benefits plans to two, and open enrollment went flawlessly. . . ADP was there with us every step of the way with people on their staff that knew what we wanted and had the expertise to help us get there in the most efficient and effective way possible.”**

Betsy Irizarry  
Vice President – Human Resources  
PMSI  
Tampa, Florida

### **About PMSI**

Founded in 1976, PMSI is one of the nation’s largest providers of specialty managed care services and products for workers’ compensation. PMSI provides a best-in-class integrated portfolio of clinically based services in Pharmacy, Medical Services and Equipment, and Settlement Solutions that promotes quality care for injured workers while helping clients contain costs and control utilization.

### **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.

as appropriate,” says Irizarry. “ADP already has the products, resources, methods, and processes in place. They know how to do the upgrades, the maintenance, and every aspect of hosting.” From a payroll-related compliance perspective, PMSI also enjoys the peace of mind of having ADP file payroll taxes.

Clearly, ADP’s hosted solutions have enabled PMSI to move forward as they envisioned with HR, payroll, and benefits administration functions that offer enduring features:

#### **Optimize Efficiencies and Productivity**

- Leverage the strategic benefits from a comprehensive combination of technology and ADP’s steadfast commitment to world-class service.
- Eliminate task redundancies by entering data once while securely sharing it with executives, employees, and managers who need it.
- Enable decision-makers to access real-time data from a central source.

#### **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 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.

### **REAL SUCCESS**

#### **Swift and Accurate Implementation Put PMSI on Course to its Goals**

“We work in a rapidly changing industry, but we needed an experienced partner to guide us through this type of change,” says Irizarry. “With the help of ADP’s solutions, including Workforce Now Comprehensive Benefits, we were successfully able to go from five different benefits plans to two, and open enrollment went flawlessly. The tasks were challenging, but ADP was there with us every step of the way with people on their staff that knew what we wanted and had the expertise to help us get there in the most efficient and effective way possible,” says Irizarry.

#### **Return on Investment**

“Using ADP saves time and money in several ways,” notes Irizarry. “*Online* administration of HR, benefits, and payroll enables companies to avoid a significant amount of costs related to paper, printing, and distribution – for us it is probably in the thousands of dollars. Being online also means employees and managers are spending less time on administration, so there are *productivity* savings, too. In addition, there are the savings that involve potential costs that you do not have to incur. For example? We did not have to add to our HR and payroll staff because the self-service model is helping us to provide service to our employees with a core HR and payroll staff. PMSI prides itself on delivering best-of-breed solutions to our customers. When we wanted an integrated set of solutions, including self-service, to add additional efficiencies and capabilities to our non-core activities, we turned to another company that is the best of their breed in their industry – ADP!”

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