

SYMTECH CORPORATION

BUSINESS IMPACT

DO MORE WITH LESS

ATTRACT AND KEEP
GREAT EMPLOYEES

HELP MINIMIZE
COMPLIANCE RISK*

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ADP Workforce Now™ HR Solution Meets the High Security and Operating Standards of Defense Contractor, Symtech

COMPANY BACKGROUND

Founded in 1991, Symtech Corporation provides high-quality support services to the U.S. Department of Defense, U.S. Air Force, U.S. Coast Guard, Department of Energy, NASA, and other clients in the defense industry. The company's core competencies include, among other things, scientific research and consulting, CADD services, Web site development and maintenance, database program design and management, and document management and conversion services. Headquartered in Sarasota, Florida, the highly respected defense contractor – named NASA Minority Contractor of the Year in 1998 – employs approximately 170 employees in seven states and the District of Columbia.

THE CHALLENGE: Employ Integrated and Secure Administrative Solutions

Data Security Is as Important as Data Integration

“As an employer in the defense industry, our facilities are secure facilities. For us, data security and data integrity are top of mind all the time,” explains Symtech President Seymour Metters, III. “Data security and integrity were also central to our internal discussions concerning the best way to manage our payroll, HR, and benefits administration. Will the integrated solution we choose adequately protect both our company and employee data? Will the data we access be accurate and up to date? If we select a service provider to help us manage the data in these areas, will they have the expertise to get the job done and have the same appreciation for data security and data integrity that we do?”

THE CHALLENGE: Increase Efficiency and Satisfaction with Employee Self-Service

Convenient Self-Service Feature Puts Employees Close to Their Information

“Managing employee data not only involves how you store and protect it, but also who you allow to access it and how it can be accessed,” says Symtech Chief Executive Officer, Renae Spann. “One of the best ways we saw to improve our overall workflow in HR, payroll,

and benefits administration was through employee self-service – allowing employees greater access to their information. Our biggest decision, as an employer, was to choose the *right* self-service solution that will incorporate all the features we need – from data protection to employee satisfaction.”

THE CHALLENGE: Minimize Noncompliance Risks Associated with Payroll and HR

Only Engage a Service Provider that Demonstrates Compliance Expertise

“Mitigating and eliminating compliance risk is very important to us,” adds Metters. “HR and payroll are two areas that require the attention of every business owner, because mistakes there can get you into big trouble. If you operate in multiple states, as we do, you probably need to file with some state tax agencies as well as the federal government. Add to this, items such as accurate overtime calculations and FMLA (Family and Medical Leave Act) administration. None of it has to be a headache if you have a solution you can rely on.”

THE CHALLENGE: Implement and Deploy New Technology Solutions

Diverting Internal Staff for Implementation May Negatively Impact Regular Workflow

Implementing a new HR and benefits solution also presented Symtech's senior management with a challenge. “Ideally, having your own staff involved with the implementation of a new system has its benefits,” says Spann. “However, that scenario wasn't realistic for our company. We needed a knowledgeable outside expert – someone who knows the system and what we wanted the system to do for us – to come in, and become directly engaged in the implementation.”

THE SOLUTION: ADP Workforce Now™ Comprehensive HR

Viewing the broad scope of its employee administration responsibilities, Symtech integrated its payroll, HR, and benefits administration with ADP Workforce Now™ Comprehensive HR – ADP's leading online, Web-based, and hosted workforce management solution. “ADP has had a long and

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"I have never been as calm and confident about the areas of payroll, HR, and benefits administration in all of our nearly 20 years in this business. Any company that is looking for accuracy, reliability, and a high level of security in managing these functions would be wise to seriously consider ADP Workforce Now Comprehensive HR."

Seymour Metters III
President
Symtech
Sarasota, Florida

"ADP's managed implementation person did in a few days what could have taken us several months if we decided to do the HR and benefits implementation with our own internal resources."

Renaë Spann
Chief Executive Officer
Symtech
Sarasota, Florida

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.

successful track record providing us with payroll services," says Metters. "When we learned how their integrated solution for payroll, HR, and benefits administration could help us increase our efficiency, help us stay compliant, and save us money, it opened the door to great capabilities and possibilities."

ADP Workforce Now Comprehensive HR provides Symtech with ready access to a team of ADP experts across the HR spectrum, paired with *integrated tools and technology* that grows to support changing payroll, HR, and benefits administration requirements. Through an efficient *Web-based portal environment*, it provides a single point of online access to the information that the organization, its managers, and employees need.

"ADP's hosted workforce management solution provides us with a high level of reliability, expertise, and security," notes Spann. "We don't have to worry about things like software upgrades, maintenance, and other services that you get with a hosted solution. Our ADP support team handles it all. ADP's solution gives you that continuity that every business needs to keep operating at a sustained level of reliability and excellence."

Symtech utilized ADP's Managed Implementation Services, which provides an ADP expert at the client's site to implement ADP's solutions. "With Managed Implementation Services, you have the assurance that everything was going to be taken care of," says Metters. "ADP's managed implementation person did in a few days what could have taken us several months if we decided to do the HR and benefits implementation with our own internal resources," Spann adds.

Featuring a flexible support system, ADP Workforce Now Comprehensive HR provides access to the expertise employers need without adding to headcount. It helps clients adapt to changing business and regulatory environments, minimize compliance risks, and control employment-related costs by accessing real-time Payroll, HR & Benefits, and Time and Attendance data.

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, HR and benefits administration, and time and labor management.

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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.
- Enable decision-makers to evaluate, plan, and strategize using real-time data.

Help Minimize the Risk of Noncompliance*

- Protect employee data through restricted, role-based access.
- Provide accurate and timely filing of payroll-related tax payments to federal and state agencies.

REAL SUCCESS

Online Portal Helps to Show Employees a Comprehensive View of Their Benefits

"Communicating benefits and other information with our employees online is a great tool," says Spann. "It is an effective way for us to show them how much the company provides to them in terms of benefits, which is a very large expense for us. With easy access to the full picture of their company benefits, our valued employees gain a renewed appreciation of the investment the company has made in them – good and tangible reasons to build a career with Symtech rather than go elsewhere."

Return on Investment

"While it is still too early for us to realize most of the savings we are anticipating, utilizing ADP's hosted solution has already resulted in savings," says Spann. "For example, we used to Fed Ex paychecks and pay stubs twice a month to each company location. Because we are now depositing net pay into employee bank accounts and each employee can access his or her pay stub information online that expense has now been eliminated." A key strategic factor that differentiates ADP Workforce Now Comprehensive HR is the expertise ADP associates provide to Symtech that helps the defense industry employer successfully administer its payroll, HR, and benefits. "ADP seems more like a business partner rather than a vendor," Metters concludes. "I have never been as calm and confident about the areas of payroll, HR, and benefits administration in all of our nearly 20 years in this business. Any company that is looking for accuracy, reliability, and a high level of security in managing these functions would be wise to seriously consider ADP Workforce Now Comprehensive HR."