Serving up superior service and implementation

Managing 650 permanent employees and about 500 temporary employees per day at a fast-paced pizza manufacturing company isn't always easy as pie — especially without the right HCM provider as your partner. Nation Pizza, based in Schaumburg, Illinois, needed a solution with better functionality and customer service than they were getting with Ceridian, their provider at the time. Luckily, ADP® was able to serve up a slice of something better. We spoke with Tony Romero, corporate financial planning and analysis manager, about what the experience was like switching to ADP:

On Nation Pizza and Food's complex workforce

At Nation Pizza and Foods, our employee situation is incredibly complex. We have a little over 100 admin employees and 500 production operations folks. For temporary employees, we have over a thousand per week at any given time. We have two bakeries and four topping lines, and each room has a processing and packaging side. We're often limited on labor because we have to share employees between those teams. With those challenges, we really needed a functional time and attendance system for us to be able to staff and monitor our workforce while making sure every employee is working so many hours.

On switching to ADP

We had Ceridian for many years, and there were times when we would say "we should look at another company," because it didn't have enough functionality for us and lacked in customer service. We looked at over 10 different companies and started eliminating the list based on what we needed for HR, payroll and time and attendance, which was a big one for us.

The reasons we chose ADP were the ease of use for payroll processing, the user interface and the custom reporting module, which is really, really a big asset

Tony Romero
Corporate Financial Planning and Analysis Manager

Quick facts

Company: Nation Pizza and Foods

Headquarters: Schaumburg, Illinois

Industry: Manufacturing

Employees: 650

Product: ADP Workforce Now®

Learn more about
Nation Pizza and Foods at
nationpizza.com

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for us. It helps us pull data and analyze it in different ways that we couldn't do before with our previous system. Customer service was a deciding factor, too. We need a partner that will help us resolve any issues that come up, and that's going to be in constant communication with us so that we know what the status is.

On ADP providing helpful references

During the selection process, we wanted to see how ADP's functionality worked within other manufacturing environments. ADP was able to line us up with some current manufacturing clients, and we were able to go in, talk to them, see their system, see how they're using it and ask them questions. They even walked us through their whole payroll system, which, to me, was big. Because a salesman can come in and show you all the bells and whistles of what a system can do, but it's not until you really see it functioning live that you're able to decide which system is going to be right for you. That was a big, big help.

On the implementation process

When we started implementation for our ADP system, we wanted to implement all of the pieces at once: payroll, HR, time and attendance and benefits. Even knowing how difficult and complex the setup was going to be, ADP was able to allocate and move things around to help us with the implementation that we wanted.

The ADP implementation team was fantastic. As far as communication goes, it was overcommunication, which was great. When you're working on a project that is so complex, you need that. You need your implementation team to be on top of everything, making sure that everybody's on their timeline. And whenever there were any challenges, they identified them and told us what we needed to do to get back on track with the schedule.

> *The ADP implementation team was fantastic. Having them guide us toward doing things differently really helped us throughout the implementation process.*

Typically, I think a lot of companies are set in their ways, like wanting to set up a new system similarly to what's always been done. Our ADP implementation team gave us a lot of suggestions that, previously, we would've done what we've always done in the past. But they showed us that, in many cases, there was a better way. Having them guide us toward doing things differently really helped us throughout the implementation process.

On an improved payroll process

Transitioning over to a new payroll system was obviously in the spotlight with our executives — all eyes were on it. So the fact that we had no issues during our first payroll processing with the new system was a huge success.

ADP Workforce Now® has allowed one person to be able to process the full payroll for over 600 employees. It's a smoother process compared to what we had before.

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Now, ADP Workforce Now® has allowed one person to be able to process the full payroll for over 650 employees. It's a smoother process compared to what we had before. In our old system, our one payroll person was managing quite a bit, but a lot of the tasks are streamlined now so it's a lot easier for her to process. We love having ADP Workforce Now — it's great.

On saving time and resources with ADP time and attendance

With our previous time and attendance system, the user interface was very difficult and allowed managers to sign off on timecards with errors. With the new ADP system, it doesn't allow that — it forces them to go through and verify and validate the punches, fix any issues and then sign off on the timecards. It has basically eliminated any errors.

And for PTO, employees used to have to handwrite their requests on a form and turn it in to their supervisor, who would then turn it in to our payroll person, who would then have to enter it into the system. She was doing that on a weekly basis for 600 employees. It was complex and prone to errors.

Now, with the ADP time and attendance system, PTO is automatic, and our employees and managers love it. Employees log in on the computer or mobile app to submit their request, and it goes straight to their supervisor who can approve it and push it directly to payroll. It has eliminated all of the issues that we had before. It saves us a lot of time, and it's a paperless process now. As far as time savings and functionality go, ADP is a big asset for us.

On ADP service

I think ADP's service is amazing because of how they communicate, how they're very involved and how they're able to help resolve anything and answer any questions. They give us the resources and knowledge we need, which gives us peace of mind with processing payroll and working with employees. Those are very important things, and ADP makes it so easy.

Plus, the fact that I can just pick up the phone or send an email to our account manager and know that they're going to respond to me very quickly is big. They've swiftly resolved any issues that we've ever had or challenges where we've asked for their help. The service that we receive with ADP is top notch.

#workingfor

I'm working for my family. I work to live; I don't live to work.

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