

East Bank Club Stays Administratively Fit with Payroll and Time and Labor Management Solutions from ADP, the Market Leader

Company Background

One of the world's largest standalone health clubs, the East Bank Club sets the standard for the fitness industry. Located in the heart of Chicago's thriving River North area, the club offers its more than 10,000 members a host of attractive features – from a 20,000 square-foot cardiovascular room and indoor track, tennis, swimming and golf facilities, to a full-service salon, children's center, car wash, and three food establishments. Established in 1980, the East Bank Club has approximately 600 employees.

The Challenge – Minimize Time Theft and Time and Attendance Errors Using an Automated Application Helps Reduce Direct and Indirect Labor Costs

Two of the most critical time and attendance problems that many businesses face are “buddy punching” – where one employee clocks in or out for another who is not physically at their work station – and controlling avoidable overtime. “We've had situations here where our employees had maybe given their ID cards to another employee to punch them in or out,” explains Dale McCarrell, Chief Financial Officer of Chicago's East Bank Club. “We needed a way for our managers to review their employees' missed punches or late punches so we could compare our employees' actual punches to the posted work schedule. Our objective is to control our labor costs and pay overtime only when it is absolutely necessary.”

The Challenge – Improve the Vacation/Time Off Approval Process An Online Solution Provides a Quick and Efficient Request and Approval Cycle

“Our vacation request form was just that – a carbon-based form that the employee initiates, the supervisor

approves, HR reviews, and payroll receives once all the approvals were in place,” says McCarrell. “So we had four people touching that sheet of paper, making the whole process slow and very inefficient. It also created many situations where we had to cut manual checks for employees because their vacation time didn't make the cut-off period for payroll.”

The Solution – ADP's Payroll and HR Solutions

The East Bank Club chose ADP's automated solutions to manage payroll as well as its time and labor management. Finger scans for clocking in and out have virtually eliminated buddy punching. Managers approve employee time electronically and send approved hours to payroll in a seamless flow of data. “I had worked with ADP pretty much with every company I have been with over the past 20 years,” says McCarrell. “We had been using in-house software and when we needed a particular version that the vendor was not going to support anymore, ADP was the first company I gave a call to. They always have the best solutions.”

ADP's applications have helped to improve key areas of East Bank's payroll-related administration, such as requesting and tracking vacation time. “Before ADP, the process of requesting vacation time had to be a three-day process for us, from the time the written request left the employee's hand and got into the payroll system – assuming the paper request form didn't get lost somewhere,” notes McCarrell. “Now, with ADP's online solution in place, the process is down to how fast an employee's manager can get into his or her e-mail and approve the vacation form. As soon as the manager clicks the approval button, it's in our payroll system, and vacation time is ready to be paid.”



“Payroll isn't something you want to mess around with. You want to be able to count on a solution that helps you pay your employees properly. I know I can count on ADP.”

Dale McCarrell
Chief Financial Officer
East Bank Club
Chicago, Illinois



About ADP

ADP has more than 55 years of experience providing employers with business solutions such as Payroll, HR and Benefits Administration. ADP solutions focus on making businesses more productive by reducing costs, increasing productivity and, most importantly, standing ready to grow with your business. With the widest range of powerful, cost-effective solutions, only ADP can offer your business the flexibility it demands to grow and prosper — whether you have one employee or hundreds of thousands. And you can count on ADP for unparalleled compliance support and the most qualified and accessible customer service in our industry.

ADP's Major Accounts Division was created to address the unique business needs of mid-sized companies. We offer accurate, convenient and reliable solutions that can help you to:

- **Control Benefits Costs**
- **Improve Employee Retention**
- **Reduce Labor Costs**
- **Improve Tax and Regulatory Compliance**

ADP. The business behind business.

The East Bank Club is achieving the success it expected from utilizing ADP's automated solutions:

Streamline and automate workflow processes:

ADP offers industry-leading payroll management and related solutions, such as time and attendance, that can help you gain greater control over this major cost center. Many companies find that they are able to increase efficiency and reduce indirect costs for payroll and HR-related processes up to 50% with ADP's help.*

Reduce time theft: ADP provides automated time and attendance systems that utilize software tools, biometric clocking, and other technologies to help you gain greater control over employee attendance.

Allow employees to request time off electronically:

With ADP, your employees with access to PCs will be able to check their time off balance from work or home, 24/7. They will also be able to submit requests that will be routed to the proper points of approval. Not only will your employees be happier and save time, your approving managers will be able to respond quickly and maintain greater focus on your business.

Better manage vacation liability:

According to industry standards, with an error rate of 3%, a 200-employee company could save approximately \$7,200 per year with accurate tracking of vacation liability. With ADP's solution, your management team will also have timely reporting that will reflect real-time vacation liability.

Reduce administrative hours associated with time and labor management:

ADP's time and labor management solutions allow you to apply policies and create work rules so that you only need to spend time on employee time collection when there is an exception to your work rule that requires attention or editing. The information is collected electronically, so you can effectively manage the data.

Real Success

The Flexibility of ADP's Solutions

"ADP has been around a number of years and although they are a very large company, they have applications that can serve companies of any size," says McCarrell. "Here, they are serving the needs of our 600-employee company, and in the past they provided excellent solutions to a company I was with that had just 50 employees." Adds McCarrell, "I also like the fact that so many people in the marketplace have ADP experience. When we hire a new employee in the payroll area, the training is minimal. We just replaced our payroll coordinator a few months ago and she hit the ground running because she came with ADP experience."

Return on Investment

"ADP's applications save us money in the long run, but sometimes you can't put your finger on or calculate savings right away," says McCarrell. "We are saving time with online vacation time requests. We are saving dollars by being able to compare people's actual punches to the posted schedule — 15 minutes here, 30 minutes there adds up for a company with 600 employees, 365 days a year. Direct deposit means we are cutting fewer paper checks, spending less on postage to mail them to employees, and our staff is spending more time on other projects instead of time-consuming tasks associated with payroll." In addition to the savings in time and money, McCarrell is thoroughly impressed by ADP's consistently high level of accuracy and service. "I rarely back a company as strongly as I back ADP," says McCarrell. "When we did our search, we kept going back to ADP's expertise, how many other people are using ADP, and the fact that their products are easy to use. Payroll isn't something you want to mess around with. You want to be able to count on a solution that helps you pay your employees properly. I know I can count on ADP," the CFO concludes.

*ADP Price Waterhouse Study, 2004



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