

What ADP TotalSource® Clients are Saying



ATLANTIC AND PACIFIC COMPANIES

Industry: Real Estate

Type of Business: Purchases, develops, leases and manages a large portfolio of residential and commercial properties, including condominiums, apartment complexes, office and retail space

Location: Miami, Florida headquarters – with employees in Florida, Georgia and South Carolina

Number of Employees: 420

ADP TotalSource Client: Since 2005

Why ADP TotalSource? “ADP TotalSource helps us think smarter and more strategically about HR – and they have provided us with significant support in the areas of recruiting, retention, benefits, training and compliance.”

Building the Optimum Workforce – with ADP TotalSource

In many industries employee turnover is an expensive fact of life. A company's ability to recruit, retain and develop a skilled, engaged workforce can be hindered as much by outside factors such as local demographics as by lack of internal HR expertise. For Atlantic and Pacific Companies (A&P) a key strategic goal was to reduce turnover and build a better, more motivated workforce through comprehensive training and development and world-class benefits – and they chose ADP TotalSource to realize this business objective.

BACKGROUND:

A&P signed with ADP TotalSource in 2005. Previously the company had handled HR in-house. Their primary motivation for signing with ADP TotalSource was to gain administrative support in order to focus on growth.

CHALLENGE: RECRUITING AND HIRING THE RIGHT PEOPLE

SOLUTION: ADP TOTALSOURCE SCREENING AND SELECT SOLUTIONS

A&P's workforce is highly diverse, crossing many different skill sets, pay levels and job descriptions. As Randy Weisburd, A&P's Chief Operating Officer, explains, "We hire everyone from maintenance and housekeeping staff on up to the director level. Our biggest challenge was that we found it very difficult to hire and retain a lot of salaried employees for what we are able to pay – skilled employees at our salary levels can be hard to find."

The ADP TotalSource HR team, led by Kristi Parker, A&P's Human Resource Business Partner, delivers comprehensive screening and selection services, including the drug-free workplace program, that have helped Weisburd and his team find and hire the right people.

CHALLENGE: EMPLOYEE RETENTION AND DEVELOPMENT

SOLUTION: ACCESS TO FORTUNE 100-LEVEL BENEFITS AND PROFESSIONAL DEVELOPMENT PROGRAMS

Retaining those employees is critical to A&P's bottom line, according to Weisburd. "Turnover costs money, in repeated drug tests, screening and related hiring costs. For every employee we can retain year-to-year, we see a bottom-line benefit." ADP TotalSource has helped stem the tide: 157 A&P employees recently celebrated their first anniversary with the company.

Employee benefits are clearly critical to A&P's retention efforts. As Weisburd says, the comprehensive benefits that ADP TotalSource provides "are extremely important.

The benefits received through the ADP TotalSource Health and Welfare Plan are far better than we'd be able to get on our own."

Training and professional development is another key piece of the workforce solution that ADP TotalSource delivers. As Weisburd says, "we believe that when employees have training opportunities, they can add value to their own skill set and they become better employees." A&P requires all employees to attend TotalSource University seminars that are applicable to their jobs. Among the most frequently attended seminars are ones that cover customer service skills, progressive discipline, leading with integrity and employment law essentials.

CHALLENGE: MAINTAINING COMPLIANCE WITH EMPLOYMENT REGULATIONS

SOLUTION: COMPREHENSIVE COMPLIANCE GUIDANCE, SUPPORT AND LEGAL DEFENSE BENEFIT FROM ADP TOTALSOURCE

Dealing with the compliance burden is another way in which ADP TotalSource delivers strategic benefits to A&P. "For example, we recently had a termination that resulted in litigation. We contacted ADP TotalSource. They guided us through the process and a law firm with a strategic alliance agreement with ADP TotalSource handled the litigation. The result was that the case was dismissed and ADP helped to protect our business. The Legal Defense benefit that we used in that case made a big difference. It's a very compelling benefit for us in our relationship with ADP," Weisburd says. Because of the Legal Defense Benefit, which pays attorney's fees up to \$75,000 for a covered claim, A&P had no out of pocket attorney's fees to pay.*

**"We want to be an employer of choice –
and ADP TotalSource helps us."**

"Parker and the whole ADP team make our own HR coordinators smarter and able to think more broadly and strategically," Weisburd concludes. "They help to keep us and our HR functions relevant from a market perspective and up to date with ongoing market trends. We could have hired a senior level HR person to run that side of the business, but we've found that with ADP TotalSource the return on equity is more than appropriate to the results we've had."

*Subject to certain restrictions - \$50,000 for all covered employment practices claims in California.

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