



HILLTOP  
Steak House

## Business Impact

- Reduce Labor Costs

“Doing payroll with ADP has had a very big and very positive impact on our labor expense...we’ve saved \$80,000 in direct labor costs alone in each of the past 10 years.”

D. January  
Chief Financial Officer  
Hilltop Steak House

# Hilltop Steak House Saves \$80,000 Annually in Direct Labor Costs with ADP

## Company Background

Hilltop Steak House operates two combined restaurants and butcher shops in Saugus and Braintree, Massachusetts. It also sells its signature steak-tip sandwiches in the food pavilion of Boston’s legendary Fenway Park. Hilltop has one of the highest daily customer counts in the food service industry, creating giant-sized labor scheduling and employee service workload. With a combined headcount averaging 600 employees at multiple locations, and with most employees working part-time, Hilltop Steak House represents a highly complex labor management and cost control environment, needing state-of-the-art solutions.

## The Challenge: Reduce Labor Costs Complex Systems Driving Up Costs and Workload

When Dennis January joined Hilltop Steak House as corporate controller a decade ago, the payroll operation was complicated, expensive and prone to administrative error. It engaged separate vendors for time and labor management and payroll processing and employed an internal payroll staff of two. “When you begin with the experience of your payroll being an outright nightmare, you look at all the options. I had three different software companies involved with our payroll, two people in our payroll department and payroll tax filing was handled inside. We even had a separate vendor who provided our time clocks,” says January.

To reduce costs and gain efficiency, Hilltop Steak House needed to streamline its time and labor management, tax filing and payroll processes.

## The Solution: Reducing Labor Cost with ADP’s Automated Time and Labor, Tax Filing and Payroll Solutions

For a service company where profits rely on effective management and control of labor-related expenses, manual processing with paper forms creates too much administrative workload and costs too much money due to lax controls. Three labor cost control approaches can yield “appreciable and measurable” savings:

**Streamlining workflows in HR, Benefits, Time and Attendance and Payroll reduces administrative staff costs:** ADP’s industry-leading solutions increase control and yield operating efficiencies. Many companies find that they can reduce total costs for payroll and HR-related processes by as much as 50%. \*

**Reducing time reporting inaccuracies saves money:** ADP’s Time & Labor Management solutions can help control labor expense. Automation, centralized access to data, and real-time reports increase the ability to monitor actual labor costs. By enabling companies to monitor and manage employee work practices, ADP helps reduce direct labor expenses as demonstrated by Hilltop Steak House, whose direct labor costs were reduced \$80,000 annually.

**Reducing time spent in HR, Benefits and Payroll:** ADP offers industry-leading payroll management and benefits administration solutions that can help clients gain greater control over these cost centers. Companies achieve an average of 37%\*\* reduction in HR staff workload with self-service technologies such as those provided by ADP.

\* ADP PricewaterhouseCoopers Study, 2004.  
\*\*2003 Cedar Workforce Technology Survey

## Real Success

### ADP Delivers Money Saving Results

"Right up front, I told ADP that I wanted to save money and be on the receiving end of great service," January explains. ADP responded with a solution that includes an automated Time & Labor management system, a PC-based Payroll service with Direct Deposit, Payroll Tax Filing and a service that identifies and administers the filing and processing of Job Tax Credits.

### Saving Direct Labor Costs

"Doing payroll with ADP has had a very big and very positive impact on our labor expense. Before ADP, we had two people who worked on payroll. Now, one person spends only three days a week on payroll matters and has the time to do other important things for the business," January notes.

"The solution would have to accurately record our employees' time, process the payroll efficiently, update our tax changes and handle our tax filings – and above all save me money," January adds.

"I'm the type of CFO that looks at dollar savings from a payroll solution from two perspectives – not just how much I'm going to pay per check, but also how much a solution is going to help me save money in my overall operation."

## Serving Diverse Employees Accurately

"The biometric 'hand punch' clock eliminates the need to buy time cards, it has significantly reduced our edits per check and, with a widely diverse employee population, it overcomes any language barriers."

"As the CFO for some very busy restaurants," January continues, "I need to focus my attention on the floor of our businesses, where our customers, front-line managers and servers are – not in the back office at the time clock or working on payroll. ADP provides me with solutions to reduce our expenses and increase efficiency. And every time you gain efficiency, you make more money."

## More Solutions, More Savings, More Efficiency

"The solutions provided by ADP have helped me to achieve my primary goal of making more money by reducing expense levels and improving efficiency," says January. "The results have been appreciable and measurable."

Other savings came from changing the way employees clocked-in their time. "The old time clock system of the prior vendor had too many ways that the system could be circumvented," explains January. "ADP suggested that we switch from a time card-based system to biometric time clocks, which identify each employee by the unique size and shape of their hand. I think it's the most accurate system around."

"ADP also handles our payroll tax filing and deposits," January adds. "I can't think of any reason why a business wouldn't want ADP to do that for them. They alleviate your level of risk by doing the filing for you and ensuring its on-time accurate payment."

Most recently, Hilltop Steak House engaged ADP to directly reduce its corporate tax liability by identifying, filing and processing job tax credits from the Federal and State governments.

## About ADP

ADP has more than 50 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.



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