

Paperless Strategy at Harden & Associates is Enhanced by Web-based Business Outsourcing Solutions from ADP

Company Background

With a half-century of service to the Northeast Florida business community, Harden & Associates, Inc. is one of the area's leading risk and employee benefits management firms. The company serves clients in a wide variety of industries, helping them to make informed decisions about managing business risk and human resources. Harden & Associates has 150 associates at its offices in Tampa, Fernandina Beach, and Jacksonville, Florida.

The Challenge – Automate Payroll and Benefits Administration

Automation and Data Integrity Help to Boost Accuracy, Speed, and Confidence

“Back then, we had paper time sheets that were manually submitted to accounting for payroll, and paper forms were submitted for benefit changes and enrollment – payroll and benefits administration essentially involved a very time-consuming manual process and a lot of paper,” explains Cindi Stone, Director of Human Resources, at Harden & Associates.

The Challenge – Engage Associates Through Self-Service

Self-Service Creates a Paradigm Change that Systemically Improves Efficiency

“Not too long ago, when an associate had a benefit question or needed to change their address, they called HR,” says Terrie Simmons, the company's Senior Manager of Human Resources. “That made our HR department very transaction-oriented. The problem is when you are busy conducting transactions in a manual processing environment, you have very little time to do other things like training and development, performance management and associate surveys.”

The Challenge – Implement an Efficient Reporting Feature

Ready Access to Data for Reports Helps with Decision-making and Compliance

“Whether it was EEO, new hire data, turnover analysis or associate anniversaries for performance evaluations, gathering information in a quick, efficient way to create the reports we needed was very difficult,” adds Simmons. “HR clearly needed better reporting capabilities.”

The Solution – ADP's HR/Benefits Solution and Payroll

Harden & Associates, Inc. selected a robust suite of 21st Century solutions from ADP to manage its payroll, human resources, and benefits administration.

“We were already on our way toward going paperless and ADP's integrated solutions for payroll, HR, and benefits administration was a logical choice for us,” adds Stone. In particular, ADP's HR/Benefits Solution (HR/B) became a practical, automated, integrated way for Harden & Associates to manage data used by both HR and its accounting department.

“A lot of capabilities drew us to ADP,” Stone recalls. “Employee online self-service is a great feature. The online system significantly reduced transaction processing and costs by eliminating paper, time and costs required to create, distribute, track and process paper forms. Also, our associates now have one place where they can access benefits information at any time of day, wherever they are – at home or at work. Benefits administration is simplified and benefits data flows into payroll.” Just as importantly, adds Stone, “HR/B helped us to connect our three locations with a solution that provided consistency and improved communications.”



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ADP has helped us, as HR professionals, move from a transactional role to a more strategic role and business partner within the firm.”

Cindi Stone
Human Resources Director
Harden & Associates, Inc.
Jacksonville, Florida



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.

ADP's payroll, HR/B, and related solutions empower Harden & Associates to confront business challenges successfully:

Create a central, shared repository of benefits structure and eligibility to accurately apply eligibility rules against data that is maintained in the HR database:

ADP automates benefits plan administration, incorporating eligibility rules and calculation formulas for cost and coverage. This helps to ensure only eligible employees and dependents are covered – and identifies any ineligible employees or dependents so they can be removed from costly benefits.

Empower employees to initiate changes, including vacation requests, life event changes, and participate in open enrollment through employee self-service:

ADP helps you provide your employees with a higher level of service by giving them direct access to their employee data and reduce the burden on your HR staff.

Streamline the annual benefits enrollment process:

ADP systems enable employees to enroll themselves online, which gives them the flexibility to do these tasks off-hours, and avoid taking productive work hours for administrative activities. Online enrollment also replaces time-intensive paper forms and record-keeping.

Eliminate the need for duplicate data entry into payroll, HR, and other external systems:

ADP's integration between benefits enrollment and payroll deduction helps to eliminate duplicate data entry. It also reduces the hassle and costs of manually reporting data to your insurance carriers when it can be done more efficiently through Carrier Connection® options within ADP's systems.

Help guarantee accuracy and timeliness of benefits, payroll, and HR-related compliance liabilities:

ADP provides solutions that work together via a centralized data repository and standard business

process to help ensure compliance and mitigate risk associated with payroll, HR, and benefits administration.

Real Success

Good-bye to the Proverbial Paper Chase

"In our firm, we have moved to a paperless environment," says Stone. "ADP's solutions are helping us in a number of areas. For instance, 100% of our benefits enrollment is now conducted online and associates can review benefit plans and make life event changes online. Our human resources and accounting departments are using the same data – from a central database – without duplication and rekeying which has increased our flow of information, efficiency and accuracy."

She concludes, "ADP's self-service solutions changed the whole dynamic for the human resources department and the associates HR serves. ADP has helped us, as HR professionals, move from a transactional role to a more strategic role and business partner within the firm." The HR/B system has significantly reduced the transactional administrative burden of HR and frees the staff to focus more on managing other value added services such as associate relations and retention, job satisfaction, training, career development, performance management and other process improvements."

Return on Investment

"While our firm has doubled in size over the past two years, we have grown without having to add to HR staff," notes Stone. "We are saving money, reducing costs and saving time by using ADP. Our process is more efficient and our data is more reliable and accurate." Then there is the highly valuable aspect of great client service. "ADP is the cream of the crop," she adds. "They have extremely outstanding client service. When you are in the middle of your business day looking for a lifeline, you want an answer right away. That's what you get when you call ADP."



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