

Assisted Living Provider Focuses on Client Care and Services as Administrative Needs are Cared for by ADP

Company Background

Founded in 2002, Christian Elderly Home, Inc. provides health and home care services to elderly residents in Gurabo, Puerto Rico. Its 30,000 square-foot, state-of-the-art facility serves more than 80 elderly residents with a premier level of round-the-clock care. The company is also developing one of the first retirement communities in Puerto Rico, a 1,200-unit complex on the outskirts of the city of Buayama. Christian Elderly has approximately 50 employees, encompassing medical, administrative, and custodial staff.

The Challenge – Control Labor Costs and Build Employee Retention Eliminating the Practice Known as “Buddy Punching”

Retaining the best employees and maintaining tight control over hours and wages are a delicate balancing act for most companies, including health and home care firms. “We used paper time cards and, later, plastic slide cards to collect employee time. Neither gave us the control we needed over the practice of ‘buddy punching’ where you have one employee ‘punching in’ for a fellow worker, which is unfair to other employees and the company,” says Vice President of HR/Finance, Edgardo Garcia.

The Challenge – Make the Payroll Process More Efficient

Reducing the Time it Takes to Process Payroll in a Timely and Accurate Way

Using data from a manual time-collection system to prepare payroll had an enormous impact on the company controller’s available time. “She would have to check every little thing because nothing in our system was automated,” adds Garcia. “She was always doing payroll work—sometimes until late at night. We had to change the process so she could dedicate more of her time to other work.”

The Challenge – Minimize Payroll Tax Compliance Risk

Utilizing the Knowledge Base and Expertise of a Trusted Service Provider

After experiencing several problems filing payroll taxes that resulted in penalties and interest charges, Garcia’s company knew it needed to find a way to handle the filings that also mitigated the compliance risk. “When you are paying thousands of dollars in such penalties for making honest mistakes, it is enough to make you look for something better. There had to be a better way,” notes Garcia.

Solution – ADP’s Web-Based Payroll and Time and Labor Management

Market leader, ADP, provided the management of Christian Elderly with flexible, Web-based solutions that enable the company to effectively accommodate its payroll and payroll-related administrative needs. “After ADP came in, we saw savings in time and money,” says Garcia adding, “They changed the way we do payroll administration.”

For the geriatric care provider, the administration of payroll, HR, and time and labor management is all about automation and integration. “ADP’s time collection directly integrates with our ADP payroll, which for us eliminates hours and hours of work calculating hours and then inputting that data into payroll,” explains Garcia. A biometric device that identifies employees by fingerprint replaces plastic swipe cards that fostered an environment of buddy punching. “That practice is gone forever thanks to ADP,” he adds, happily.

ADP’s automated solutions also benefit Christian Elderly’s accounting department. The InfoLink General Ledger



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Edgardo Garcia, Jr.
Vice President HR/Finance
Christian Elderly Home, Inc.
Gurabo, Puerto Rico



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behind business™

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.

Interface easily transfers payroll data into the general ledger, streamlining the process of creating payroll journal entries. "The solutions we receive from ADP work very well together. They provide us with a very smooth flow of information throughout our company," Garcia observes.

Christian Elderly clearly benefits from an array of powerful features that help to define the core offering of ADP's payroll and payroll-related solutions:

Streamline and automate workflow processes: ADP offers industry-leading payroll management solutions 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.*

Better manage overtime hours: ADP's real-time reporting allows you to identify employees approaching overtime as the week progresses, and then run scenarios and options that will help you make schedule changes that maximize your available labor and control overtime.

Reduce time theft: According to industry standards, most companies are losing five minutes per employee per day to time-theft techniques like buddy punching. 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.

Reduce administrative hours associated with time and labor management: ADP 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.

Accuracy and timeliness of tax payments to federal, state, and local agencies: For more than 55 years, ADP has been helping companies mitigate their compliance risks. More than 500,000 companies currently use ADP tax and compliance services to help assure that their operations are in compliance with regulatory and tax codes, while decreasing the administrative burden on their staffs.

Real Success

ADP's Automated Tools Save Time and Money, Lessen Compliance Worries

Automated solutions from ADP began to make an immediate difference for Garcia and his staff. "For a small business like ours," says Garcia, "using ADP's solutions means several things. Our employees spend more time working because they spend less time worrying about the calculation of their hours and the accuracy of their paychecks. Our controller is spending less time on administrative and compliance issues. In turn, we all have more time to spend assuring that our clients enjoy the highest service quality."

Return on Investment

"The savings we have realized by using ADP have been very significant," notes Garcia. "For one thing, we have saved over \$5,000 a year in overtime and other costs. We also no longer have to worry about payroll tax penalties because ADP does all the tax filing for us. Before ADP, we had seen tax penalties that were in the thousands of dollars. ADP provides you with the tools to work with high efficiency, have great confidence in your results, and save money."

*ADP PricewaterhouseCoopers Study, 2004.



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