

Control Solutions Adds *Administrative Solutions* from ADP

Company Background

Control Solutions, Inc. (CSI) of Pasadena, Texas, has been manufacturing pest control products for professional applicators and the consumer market for nearly 25 years. The company provides its products through a network of distribution warehouses across the United States. Control Solutions has 60 employees.

The Challenge – Reduce Process-related Administrative Expenses Rising Benefits Costs Were Pressuring Profits and Employee Retention

Control Solutions knew that controlling labor costs was necessary in order to create a healthy bottom line. However, while controlling overtime was essential, it was only one of several avenues for controlling labor costs. Controlling benefits costs, improving the accuracy of expense reimbursements and reducing indirect labor expenses through automation, such as eliminating printing and distribution costs of paychecks, were other areas to improve. Gaining better access to accurate data would also help the company to shop for better deals from its benefits providers. “What we needed was a way to *integrate* our systems and improve our access to the right information,” notes company controller, Kristin McKeel.

The Challenge – Minimize Tax Liability Tax Complexity Had Become a Growing Compliance Risk

As regulatory compliance issues grew in complexity, it took management time away from growing sales and the customer base of pest control distributors. With one-third of all employers facing penalties and fines last year*, it was no wonder that management spent additional time to ensure that the door was shut to any compliance-related

surprises. “If somehow we could find a way to not worry about regulatory compliance, we would be able to focus much more time on growing the business,” adds McKeel.

The Solution – ADP’s Employment Administration Services

Control Solutions took an enterprise-wide approach to improving data access and use by engaging employer-related solutions from ADP. Online data access helped the company to capture and use the most accurate data to reduce its labor expense. In addition, it has greatly lessened its noncompliance risk with ADP handling payroll tax filing and COBRA administration. “ADP gives us so much peace of mind now that they are handling payroll-related tax issues on our behalf,” says McKeel. “We are focusing a lot more time on our core business.”

The Texas-based company also improved employee access to pay information. With ADP’s iPayStatements, Control Solutions employees access their pay stubs online, adding to employee satisfaction while saving the company thousands of dollars on printing and distribution costs. Control Solutions also deployed ADP’s automated expense reimbursement solution which streamlines the process of submitting expense reports, enforces the company’s reimbursement policies, and shortens the payment cycle for reimbursements.

“The solutions are robust and work well together. Employee time is recorded and fed directly into ADP payroll,” explains McKeel. Employees also enjoy the ease of use of ADP’s online expense reimbursement solution. “Our sales staff in fact loves the new system because they know exactly when they

* Department of Labor, 2004.



“ADP has helped make us a more efficient company when it comes to payroll, time keeping, and expense reporting.”

Kristin McKeel, Controller
Control Solutions
Pasadena, Texas



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**
- **Tax and Regulatory Compliance**

ADP. The business behind business.

will receive their reimbursement and can plan accordingly," she adds.

ADP's leading solutions increase the accuracy of time collection as well as speed up processing time for key applications like payroll and expense reimbursements that have a direct impact on employee satisfaction and retention – one of Control Solutions' priorities:

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.

More accurate auditing of expense requests against policy:

With ADP, your policy compliance can be as accurate as you want it to be. You will have a tool that identifies requests that are out of policy and routes them accordingly. Policy will be applied consistently and accurately.

Avoid time and effort required to stay up-to-date with relevant tax and regulatory changes:

ADP provides you with access to online, as well as person-to-person support with touchy employer-related questions. ADP provides a variety of specialized solutions that work together via a centralized data repository and standard business process to help you comply and mitigate risk associated with HR and benefits administration.

Guarantee accuracy and timeliness of tax payments to federal, state and local agencies:

For the last 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 full compliance with regulatory and tax codes, while decreasing the administrative burden on their staffs.

Real Success

Happy Employees are Better Workers

Control Solutions feels that automating systems can help the company retain more employees and grow the business faster. ADP is playing an important role in that strategy. Following a very smooth implementation, ADP's solutions quickly gained the trust of company employees. "Automation provides you with control and access," McKeel explains. "Management has better access than ever before to accurate data for decision-making. Employees get better access to the data they need, too. That makes them happier employees, and happier employees are better workers," she adds.

Return on Investment

Control Solutions sees definite savings in both the payroll and tax filing process, and in its expense reimbursements to employees. "For starters, we're saving a half day in staff time with each payroll processing and have significantly reduced our tax filing risk using ADP," notes McKeel. "We also were able to reduce the processing cycle for expense reimbursements from three weeks to only seven days and we concurrently saw an increase in the overall accuracy of the reports submitted for reimbursement." Concludes McKeel, "ADP has helped make us a more efficient company when it comes to payroll, time keeping, and expense reporting."



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