

# Parkway Bank & Trust Implements ADP's Web-based Suite of Scalable Solutions for High Efficiency Workforce Management

## Company Background

Headquartered in Harwood Heights, Illinois, Parkway Bank & Trust Co. opened its doors in 1964 offering Chicago's northwest side a friendly, customer-oriented community bank. Today, the locally owned and operated financial institution has over \$1.8 billion in assets and provides a wide array of consumer and business banking services from 30 locations in the Greater Chicagoland area as well as Arizona. Parkway Bank & Trust has over 400 employees.

## The Challenge – Engage a Reliable Resource for Payroll Processing Gain Incremental Value from a Payroll Provider that Offers Additional Services

The reliability of Parkway Bank's payroll service provider had gone into serious decline. "We simply lost faith in their ability to accurately process the payroll for our growing organization," explains Parkway Vice President and Director of Human Resources, Barbara Buscemi. "They had duplicated a payroll at the end of the year and customer service was really horrific. You would typically wait up to 45 minutes to talk with a service representative. Sometimes it took two days before you received a return call. We liked the practice of outsourcing payroll, but we clearly needed a new vendor. We decided to explore other options."

## The Challenge – Integrate Payroll, Time, and Benefits Administration Consolidate Applications into a Seamless Consolidated Solution

Benefits billing and the recruitment process at Parkway Bank was essentially paper-based. Staff members were spending hours mired in paperwork that had few upsides and slowed everything from billing reconciliation to

decision-making. Worse yet, HR, benefits, and payroll systems were not integrated. This made data input an error-prone necessity. Buscemi adds, "We needed a way to manage these functions in an automated and integrated way and looked into the market to find a solution that would best fit our specific needs."

## Solution – ADP's Web-Based Solutions for Employers

Parkway Bank & Trust selected ADP's Web-based workforce management suite, which includes solutions for payroll, time and labor management, and benefits and human resource administration. The hosted solutions enable the bank to recruit, pay, manage, and provide benefits with accuracy and efficiency. Automated applications make recordkeeping easier while offering the scalability Parkway Bank needs without changing systems to accommodate new employees, as the bank continues to grow.

"ADP's Web-based services provide the capabilities we need to do more in less time," says Buscemi. "Their solutions have helped us improve operations from time and attendance and payroll to recruiting and benefits administration."

Parkway Bank & Trust sees comprehensive benefits from ADP's workforce 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.\*



"Saving time without adding to staff is very important to us. ADP has helped us to build a stronger organization by enabling us to do what we do more efficiently."

Barbara Buscemi  
Vice President and  
Director of Human Resources  
Parkway Bank & Trust Company  
Harwood Heights, Illinois



## 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.

**Reduce avoidable overtime:** An ADP Web-based time and attendance system gives you greater control over your labor costs. With real-time access to up-to-the-minute labor reports, you can identify employees who are approaching their maximum hours, and adjust scheduling and staff coverage to avoid overtime.

**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 who are receiving coverage so they can be removed from costly benefits.

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

ADP's integration between benefit 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.

**Provide the ability to reconcile premium payments with accurate and detailed premium reporting and reconciliation tools:**

A key benefit for any company is the ability to leverage the value of increased accuracy as it relates to insurance premium bills received from several carriers. ADP's premium reconciliation tools can help you eliminate the risk of inaccurate billing.

**Improve tracking and management of the interview process:** ADP helps improve overall efficiency and effectiveness of your recruiting efforts by tracking interview cycles, candidates and resumes, and maintaining a database of qualified candidates.

## Real Success

### Solutions that Live up to Expectations

"Before I came to Parkway, I had occasion to use ADP's payroll services and always felt they were reliable. Their client service was always outstanding," notes Buscemi. "Ever since we began with ADP, everything has been excellent every step of the way – from the sales process, through implementation to ongoing client support. They are meeting our expectations and we are very pleased. ADP's solutions have allowed us to streamline our processes and I think we have only scratched the surface. We are realizing new benefits from their services all the time."

### Return on Investment

"Saving time without adding to staff is very important to us. Between our recruitment and benefits staffs, we're probably saving a solid ten hours a month – time we are now investing in doing other work that benefits our institution and our employees," says Buscemi. "ADP has helped us to build a stronger organization by enabling us to do what we do more efficiently. Their products and services are top notch and so are their people. As a matter of fact, I'd say their people are taking what you would consider to be an ordinary business relationship and have turned it into an extraordinary experience for Parkway Bank & Trust."

*\*ADP Price Waterhouse Study, 2004*



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