

# Business Impact Reduce Labor Costs

## As ADP Drives the Administration and Paperwork, Select Ride Focuses on Customer Service

### Company Background

Based in Ann Arbor, Michigan, Select Ride is one of the premier transportation companies serving the Washtenaw County area with the largest fleet of modern, well-maintained vehicles including taxicabs, limousines, luxury sedans, minivans, mini-coaches, and accessible vans that provide convenient and affordable transportation to the physically challenged. Select Ride's core clients are Ann Arbor residents, University of Michigan students, and airport travelers. Providing elderly and disabled customers with on-demand taxi service represents about half the company's business. Select Ride employs 80 full-time employees and approximately 120 contract drivers.

### The Challenge – Remain Competitive Manual Processes Negatively Were Impacting Productivity

Select Ride was at a crossroads. Increased labor and benefits costs were threatening the company's profitability and viability. New competitors in the market were making it more difficult to maintain a stable pool of satisfied drivers. In addition, its back-office administrative problems – caused in large part by slow and outmoded manual processes – were creating a fertile environment for avoidable errors, such as incorrect paychecks and W2 Forms as well as late tax filings.

“When I came to Select Ride, we managed all of our payroll and time-tracking processes manually in-house and had high overhead for a company of our size. That had to change if we were going to grow our customer base and stay in business,” explains Select Ride President, Dave Reid.

### The Solution – Automate Payroll and Related Applications

Select Ride opted to automate its payroll and other administrative applications to gain efficiencies. “We looked at three other vendors and chose ADP because they brought the complete package to the table – products, services and professionalism,” Reid notes. Cost savings and productivity increases were dramatic. “When we implemented the ADP solutions, for one thing we were able to eliminate the high-level CFO position and promote our payroll clerk to Accounting Manager. This saved us a significant amount of money in salary and benefits, and contributed substantially to help us meet our top challenge – staying in business.

ADP's solutions effectively addressed Select Ride's most compelling administrative issues:

#### Reduce direct labor expense:

ADP helps clients reduce their direct labor expense by as much as 15% per year through automation, centralized access to data and easy access to real-time reporting that provides proactive budget monitoring and employee scheduling.

#### Reduce indirect labor expenses in HR and Accounting, adding to productivity:

ADP solutions assist employers to automate workflow and processes, minimizing the cost of administering employee time collection, payroll, HR and benefits. As administrative staff spends less time on routine, repetitive matters, there's more time to address items of greater importance to the enterprise.



“The bottom line is that we've saved \$50,000 annually by implementing all of the solutions that ADP recommended.”

Dave Reid, President  
Select Ride  
Ann Arbor, Michigan



## 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**
- **Ensure Tax and Regulatory Compliance**

**ADP.** The business behind business.

### Increase employee productivity:

The seamless interface of ADP's time and labor management and payroll solutions assures that authorized employee time is accurately reflected in each paycheck. Consequently, accurate payrolls mean employers have fewer "on the clock" inquiries that cut into productivity. In addition, ADP's management tools help employers to more efficiently schedule workers and reduce avoidable overtime and inaccurate paid time off payments and overpayments.

### Real Success

#### A Cascading Impact on Efficiency

ADP's solutions have had a positive effect on Select Ride's business across multiple levels. Accurate paychecks have helped to build a renewed satisfaction and loyalty among the company's core pool of drivers. Improved accuracy in payroll and other administrative applications has enabled the company's administrative staff to concentrate more time and effort on areas that directly impact revenue and profitability. In turn, Select Ride's management is better positioned to strategically lead the company. "Because we trust ADP's systems, we're clearly able to focus more on growing our customer base," Reid acknowledges.

#### Return on Investment

"Using ADP has allowed us to reduce highly paid staff in payroll, benefits, HR and time and attendance tracking – this is a direct and substantial savings for the company," says Reid. "The

bottom line is that we've saved \$50,000 annually by implementing all of the solutions that ADP recommended." He also credits ADP's highly responsive client service capabilities as a key reason for Select Ride's decision to go with ADP. "ADP is staffed with the right people – all courteous, professional and knowledgeable. In the 50 to 100 calls I've made to ADP over the past two years, the experience for me has ranged from good to tremendous. On a scale of 1 to 100, they're a 110."

#### More Time to Run Your Business

"Before ADP, our administrative processes were all manual and handled through the payroll clerk and HR administrator," Reid notes. "Then it was 'ADP to the rescue,' so to speak. Their solutions help our managers to control their budgets and avoid unnecessary overtime, and not learn about costly issues after the fact." For example, gone are the days when a driver scheduled for 40 hours could miss a half day of work and clock in early another day to make up the difference – causing the company to pay another driver to cover the 4-hour absence, in addition to the absentee driver's 40 hour week.

"With ADP's supervisory tools, we can keep a real-time eye on things like this while maintaining our primary focus on what really matters to our business: retaining our valued customers and dedicated drivers, and most importantly, staying in business," concludes Reid.



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