



Overcoming challenges as a one-person HR team

Tameka Brown, vice president of human resources for InFirst Federal Credit Union, recently spoke to us about the challenges of being a one-person HR team. With help from ADP®, she was able to streamline a lot of her day-to-day tasks, allowing her to focus on strategic initiatives, like winning the war for talent. Here's what she had to say about her experience partnering with ADP:

On challenges

When I joined InFirst, we used a system that was very old school and had a lot of manual processes. We had to perform everything in-house, and as a one person team I was juggling compensation, benefits administration, recruitment, retention, performance management, talent, training and development by myself. I was very overwhelmed. As soon as I started, I told the CEO, "This has to be changed. We need to go to ADP." I used ADP at a previous organization and knew it was the way to go — it's cost effective and makes this job so much easier. After we did our due diligence, we said ADP was definitely the one. The best thing we did was to convert to ADP.

On payroll

The primary goal I wanted to achieve was to be able to process payroll from anywhere and process it quickly. Our previous system required us to be logged in with a token on a desktop. I wanted the ability to process payroll whether I was at the office, at home or on vacation. And I didn't want to spend a lot of time on payroll so that I could have time to work toward other strategic goals and missions of the credit union. ADP has helped us streamline the payroll process — it's now much easier and more efficient. I can log on to the website from anywhere and process payroll in 45 minutes to an hour. Having the ability to do this was my primary decision for transitioning to ADP.





On reporting

Reporting has always been a nightmare with other companies. In the past, we didn't know the language of the reports. It was like a programmer was writing

Tameka Brown
VP, HR



Quick facts

-  **Company:** InFirst Federal Credit Union
-  **Headquarters:** Alexandria, Virginia
-  **Industry:** Banking and finance
-  **Employees:** 40

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InFirst Federal Credit Union at
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it, and we couldn't understand how to put the report together. With ADP, it's so easy — it's just a click of a button. I click what I need and have my report instantly. I use this feature for a variety of things, like 401(k) reporting, census reporting and budgeting. It's awesome. And when our CFO and CEO want data, they want the information quickly. With ADP reporting, I'm able to get it to them within five minutes. It keeps me at the table by keeping them informed and providing the data they need to make sure that we're achieving our goals and staying right in budget.

On benefits

It's very important to make sure employees have the best benefits in order to retain our key talent. Since ADP has helped me spend less time on payroll, I can now focus on more strategic things like providing our employees with the best benefits possible. And because we offer the best benefits, we're winning the war for talent. In addition to offering benefits like retirement plans and 457(b) plans for our senior leaders, we offer flexible schedules, we engage our employees with training and development, we have telecommuting options, and we host fun, social activities for our employees like barbeques and ice cream socials.

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On ROI

By using ADP to streamline various processes, I can focus on developing our talent, making sure they're properly trained, holding side-by-side training sessions and coaching managers to lead their teams. Now that we have time to invest in achieving our strategic goal and initiatives, we're able to take the money that we earn and give it back to the employees through bonuses and incentives, which helps to retain our top talent and keep them happy. And personally, ADP has helped me tremendously in my HR career. It has made my life so much better.

On balance

ADP gives me work/life balance. It's flexible, it's convenient. When I was on maternity leave in 2015 and 2016, I was able to take care of my children and process payroll at the same time. Because of this, ADP has made my life so much easier.

On service

ADP is a great company, and the service is impeccable. The representatives at ADP are friendly, professional and helpful — they're not trying to just get through the call, they take the time to help us and follow-up as needed. They look to us to give consistent feedback to make changes and improve the platform for us and for other clients.

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