



IN THE BUSINESS OF YOUR SUCCESS®

ADP Resource® Solutions for Business Challenges



GOVERNMENT CONTRACTOR

Leading defense contractor focuses on delivering superior solutions, as ADP Resource® provides it with proven HR expertise.

Successful employers plan ahead. They know their goals. They pursue them with passion. They understand that change – which can transform regulations and the employer-employee relationship – is always a force to be reckoned with. CIS Secure Computing, based in Dulles, Virginia, is such an employer.

CIS – which designs, manufactures, and sells advanced communications and computing solutions to a broad range of government and commercial customers – is especially cognizant of change, because of the highly confidential and secure environment in which the company operates. “Often we see change, relative to human resources, arrive as new or different compliance requirements. As we’ve grown, change seems to be more prevalent and there is more on the line if you make a mistake,” observes CIS Secure Computing president, Alan Mischler.

However, change can bring more than the unwanted uncertainty of new compliance requirements and penalties for noncompliance. It also offers new opportunities to keep succeeding. “One of the more difficult challenges for an employer is how to efficiently manage workforce information, people-connected responsibilities, and infrastructure as your head count changes,” says Mischler. His company ultimately found the solution to that challenge in the high-level, human capital management (HCM) expertise it is able to access through ADP Resource®, ADP’s Administrative Services Offering.

BUSINESS CHALLENGES

- LACK OF TOOLS AND INFRASTRUCTURE
- KEEPING UP WITH NON-STOP REGULATION/REFORM CHANGES
- THE NEED TO DO MORE WITH LESS

SNAPSHOT

Client:

CIS Secure Computing
Dulles, Virginia

Industry:

Manufacturing/Government Contractor

Ownership:

Privately held company

Description:

A leading provider of communications and computing solutions to government and other customers

Workforce:

About 100 employees

Website:

www.cissecure.com



The ADP Resource Solution

ADP Resource® – ADP’s Administrative Services Offering (ASO) – provides CIS Secure Computing with access to the high level of human resource (HR) expertise it takes to successfully manage, pay, and train its human capital, allowing the senior management of CIS Secure Computing to spend more time on the company’s strategic needs and less time worrying about compliance and administrative transactions.

Payroll & HR Administration

"We were initially doing payroll and HR administration in a kind of unstructured environment before we graduated to outsourcing to a large service provider – a competitor of ADP," Mischler explains. "But about six months into the relationship, it became evident that things weren't working. We were growing. We needed more expertise in HR management. We needed a scalable HR infrastructure and streamlined processes. So we looked at alternatives, including ADP."

ADP Resource not only offered CIS a scalable infrastructure, but also easy integration of payroll and HR information that could be updated in the database with a single data entry. ADP's solutions were also scalable. CIS didn't have to reinvent the wheel if it had a change in head count.

Mischler adds, "I was involved in the decision to sign on with ADP Resource and I feel as strongly now as I did back then – ADP provides excellent support to help you manage your human resources, soup to nuts. In effect, they have become an adjunct of our HR department."

"The guidance we receive from ADP Resource comes to us through our ADP HR Business Partner...She is more than a sounding board for problems and issues; she is an active partner who brings ideas and suggestions regarding how we can solve them. She understands CIS, its culture and where we want to go as an organization."

Risk Mitigation & Compliance

Like other private-sector employers, CIS is responsible for adhering to compliance requirements from the Department of Labor (DOL), Internal Revenue Service (IRS), and other government regulatory agencies. However, its role as a federal contractor brings an additional layer of compliance – regulatory mandates enforced by the Office of Federal Contract Compliance Programs (OFCCP).

"As a government contractor with more than \$50,000 in federal contracts and more than 50 employees, we are required meet a considerable set of employment-related requirements administered by the OFCCP – from strict adherence to E-Verify and having a written affirmative action plan, to how we maintain our employment records," says Mischler.

"One of the main reasons why we like ADP Resource so much is because of its compliance expertise," he notes. "Our questions or concerns result in clear and applicable answers, and the transactions they handle for you – like payroll and tax filing – already have compliance built into the products. I have a very high comfort level."

Health & Welfare

CIS leverages the capacity and knowledge of ADP Resource in a number of ways. ADP® provides the payroll-related data needed to help the defense contractor meet its requirements under the Affordable Care Act (ACA). "One thing we don't have time to do is stay up to date with the latest requirements and changes. We like the guidance and the ACA updates that ADP sends us."

Mischler also appreciates the added-value benefits CIS accesses through ADP Resource. For example, an Employee Assistance Program (EAP) benefit enables the defense firm to compete for talent in a very competitive marketplace, allowing it to offer a "big company" benefit to its employees who are in need of EAP special services, such as personal counseling. "An effective EAP benefit helps employees, their families, and productivity in the workplace. There is virtually no conceivable way we could offer a high-caliber benefit like this on our own," he adds.

Talent Management

When ADP Resource arrived, CIS had no performance management architecture. That changed as ADP surveyed the company's administrative shortcomings and helped CIS put in place a systemic, integrated solution. "We're light years ahead of where we were," says Mischler. "We went from nothing, in terms of a real compensation analysis and performance management policy, to having an excellent online capability."

Business Insights

The company president is particularly pleased with how ADP interfaces with him and his staff. "The guidance we receive from ADP Resource comes to us through our ADP HR Business Partner," he explains. A Human Resource Business Partner (HRBP) is a dedicated advisor ADP provides to each ADP Resource client. "She is more than a sounding board for problems and issues; she is an active partner who brings ideas and suggestions regarding how we can solve them. She understands CIS, its culture and where we want to go as an organization."

Mischler recalls, "ADP Resource was there for us even before we had an HR person on staff. As a matter of fact, they helped us recruit our HR person. We had an open requisition to fill. ADP stepped in and delivered, helping us to fill the position with a well-qualified professional."

He concludes, "Some businesses measure success in on how little is spent on a particular good or service. I look at things differently. You look at value, the money spent in order to get exceptional value in return. I know we are getting our money's worth with ADP Resource."

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