



A Confident Return to ADP



A more human resource.®

Amy Schroeder
Payroll and Benefits Manager,
Spitzer Industries

*Spitzer Industries, an oil and gas company based in Houston, Texas, is a very happy ADP client – but it took hiring another HR provider for them to realize that ADP was the right partner for their company. We spoke with **Amy Schroeder, payroll and benefits manager**, to learn about her experiences with both ADP and another vendor, and why Spitzer chose ADP over the competition:*

On Experience with Another Vendor

We were an ADP client when I came on to Spitzer in about 2008. We weren't really happy with the service at the time, so we moved to Ceridian – and I think we made a mistake. When they put us through implementation, it was rocky and scattered, and we found out that their platform was not going to work for us at all – it could not do what we needed it to do for job costing. We decided to go back to ADP where we knew we were going to have a great product that could deliver for our needs.

On ADP's Implementation

I was very, very happy going back to ADP. I was excited about implementing ADP Workforce Now®, and the implementation team was a perfect partner for our company – they were extremely helpful and knowledgeable in their field. We had a timeline, we had scheduled weekly meetings and we communicated very often. Frankly, I was relieved to go through that implementation because it was so easy compared to the other implementation.

On Service

When you're looking for an HR partner, and you're looking at service, you really want to dig into their service model and how they are helping their clients. We now have an ADP dedicated account manager, Robert, and he is amazing. I have a great relationship with him because I can email him with all of the little questions that I have. A lot of times there's not an issue, I just needed to talk something out with Robert. I don't ever feel like ADP's not going to come through for me – if I need to figure something out, or if I have an issue, I'm confident that ADP will work on it diligently and fix it.

On Payroll

Before we were using ADP, the other payroll product we were using took forever to process. It was an all-day thing for me – I couldn't do anything else. I basically dedicated the entire day to just payroll. I would close my door, turn off my phones, I couldn't assist anybody. It was a real nightmare for us.



Quick facts:

Company: Spitzer Industries

Headquarters: Houston, Texas

Industry: Oil and gas

Employees: 700

Product: ADP Workforce Now®

Learn more about Spitzer Industries at www.spitzerind.com

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With ADP, having the real-time preview for payroll processing has saved us a lot of time. It's wonderful because I don't have to sit and wait on the calculation process. I now have half a day back on payroll days to do whatever else I need to do. ADP helped us automate the process seamlessly.

On Job Costing

We have many different layers of job costing – seven, to be exact. We track our hours and earnings by company level and by division level. Spitzer has three different divisions, and each of those divisions represent a different location and group of employees. We also track by department, by supervisor and by shift.

Prior to ADP, there was no way that we could have done this many layers of job costing. The product we were using before just couldn't handle it. We now have what seems like unlimited ability to track hours and earnings – the system allows us to drill down as far as we want to go or look at it as big as company-wide. And it has really helped us a lot with tracking our hours and earnings to make sure that everything looks the same in the accounting system as it does in the time and attendance system, where we know its accurate data.

The [ADP] implementation team was a perfect partner for our company – they were extremely helpful and knowledgeable in their field.

On Reporting

I love ADP reporting because I love custom reports. It's so quick for me to set up a custom report that I use them all the time. One of the reports is set up to give the vice presidents knowledge on job costing, allowing them to be much more proactive. We have a budgeted amount of hours that we can put towards a job, and if we go over that, it's coming out of our pockets. So with these custom, biweekly reports, they're able to really monitor those jobs and make sure they're not going over on hours and that they're allocating the employees' times to the correct jobs. We have a high confidence level in ADP.

On ADP Mobile

We have challenges that are specific to a plant or shop environment, where many of our employees are not very computer-savvy – some may not have a computer at home. So, we have issues with getting our employees to use features like self-service or online enrollment.

I am very excited to push ADP mobile open enrollment for our July open enrollment. I think that's going to make a difference with our population because while we aren't able to promote a computer or tablet enrollment, we do know that 99 percent of our population most likely has a smartphone and they'll be able to use the mobile application for benefits next year. We're really excited for what's ahead.