



Bradbury Brothers: Creating payroll efficiencies

Bradbury Brothers, a Texas-based, family-owned HVAC, plumbing and electric company, has been named one of the fastest-growing small businesses by Houston Business Journal and Inc. Magazine. With rapid growth and an HR team of one — HR Manager Jennifer Sundquist — to manage it all, it was imperative to find efficiencies to help make her job easier and give her more time back in her day. Discover why Bradbury Brothers chose the ADP Workforce Now® Next Generation HR suite to help achieve those goals.

On choosing ADP®

Prior to ADP, we were using QuickBooks. It was okay, but one of the biggest things for us in deciding to move to ADP was that we wanted something that was more personal. With QuickBooks, you can call in and talk to somebody if you have an issue but more typically, all of the help is offered through their messaging system, so that could be annoying to not be able to talk to a person.






Another thing was that our employees wanted to be able to view their paystubs online and be able to change things themselves instead of having to get paper documents for their paystubs or call me whenever they needed printouts. QuickBooks didn't have the platform for that.

The straw that broke the camel's back was that QuickBooks was doing all the direct deposits as individual transactions every week. That was putting us over the limit for our banks, so we were getting fees associated with having all these transactions. That was when we decided to see what else was out there. Our owner looked at the different options, and he really, really liked what ADP had to offer.

Jennifer Sundquist
Human Resources
Manager



Quick facts

-  **Company:** Bradbury Brothers
-  **Headquarters:** Magnolia, Texas
-  **Industry:** Plumbing and electric
-  **Employees:** 55
-  **Product:** ADP Workforce Now® Next Generation

Learn more about Bradbury Brothers at
bradburybrothers.com



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On implementation and customer service

Our ADP implementation was very easy. Everyone was very helpful. We had conference calls where we've had different ADP associates on the line, and everyone that I've interacted with has been absolutely fantastic, very responsive and very helpful.

And working with our ADP client support specialist, Will, throughout the entire experience has been amazing. He's been so fantastic, and any time I have any sort of question or issue, I'm able to reach out to him and he responds immediately — not just with an email, but he'll call me right away. That has been just wonderful.

On ease of use and time savings

ADP Workforce Now Next Generation HR Suite is extremely easy and user-friendly. There are a lot of features that make things easy for me and that I enjoy, so we're very, very happy with it. Plus, it has cut down the time that it takes me to do payroll tremendously, which is wonderful. I already had the payroll process whittled down pretty well — it was taking approximately two hours to input, review and confirm everything. But with ADP Workforce Now Next Generation, that part of the payroll process has been cut in half, so it's given me back an hour of my time each week. Having that time back is very helpful and allows me to get a lot of other stuff done.

On creating efficiencies

Because of all the different pay types we have — like commissions, performance pay and after-hours — our payroll is kind of complicated. ADP Workforce Now Next Generation has really helped me. I can save a worksheet from the last payroll so I don't have to go through and change things each time. Also, my client support specialist was able to add the different policies that we have, and they've been really easy and user-friendly. I really appreciate that.

Additionally, the Pay Anytime feature has been helpful for us. We had a situation where a new employee came in, and unfortunately, they were only here for two days so we had to use Pay Anytime to get them their final paycheck. It was easy and went off without a hitch. It's the little touches that have really made the whole payroll process much easier, and there are all these things that are so helpful and make everything flow better.

On a better user experience

I've gotten so many comments from employees about how nice it is to be able to use the self-service portal. We have PTO set up so they can get in there and request their time off instead of submitting paper forms to me or their manager. Also, having a landing page where we can put announcements and employees of the month has been really nice, too. Before, those were things they would just hear once at the company meeting, whereas now they're in front of them every time they log on. That's a positive thing — it adds to the employee experience.

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Other features of the portal have also been helpful, like the fact that employees can now change their information on their own. They don't have to contact me anymore if they want to split their direct deposit, if they need to update their emergency contacts or anything else like that. They're all little things, but every little thing that I can have taken off my plate adds up, especially as an HR department of one.

On recommending ADP

We really can't say enough about ADP. Five stars! It's been wonderful — excellent customer service and an excellent online tool. I would recommend ADP to anybody.

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