



RUN Powered by ADP® helps to keep this franchise a cut above the rest

In the early 1990's, there was a relative lack of competition in the men's and boys' haircut market. This realization was the genesis that launched the Sport Clips Haircuts brand. Like many success stories, the business started small but grew steadily over the years. Because of its dedication to providing a great and consistent experience for clients, it has become one of the most successful haircut franchises in the nation.

When reviewing HR and payroll solutions that would best fit the needs of their business, the overwhelming considerations included time savings, costs savings and seamless integration across multiple locations that would allow the owners more time to concentrate on growing their businesses and focusing on customer experience. Speaking with several franchise owners (Sport Clips refers to them as Team Leaders) — Arif Taj, Larry Schumacher, Tim Scott, Mark Mansfield and Randy Parker — helped to illustrate the unique culture shared across each of their multiple locations and how the RUN Powered by ADP® solution ("RUN") helps Sport Clips owners remain a cut above the competition.







Realizing cost and time savings opportunities with RUN

In many ways, owning and operating within a franchise structure produces the same challenge other business owners face — trying to reduce costs related to time and money. Either one is ideal in helping a franchise owner invest more into expanding their venture and keeping the business healthy and growing. As Mansfield explains, "When we moved to ADP®, we immediately noticed a significant savings due to the group medical insurance option available*. For my family alone, I was able to save \$10,000 on our medical coverage. That's just a huge savings." The savings, however, didn't stop there. He continues, "But when we looked at everything put together, we realized about \$50,000 in savings by using RUN, and savings like that allowed me to put a lot back into my business.

Arif Taj
Larry Schumacher
Tim Scott
Mark Mansfield
Randy Parker
Franchisees and Team Leaders



Quick facts

-  **Company:** Sport Clips Haircut Franchise
-  **Headquarters:** Austin, Texas
-  **Industry:** Haircut
-  **Employees:** Varies by franchise owner location
-  **Website:** sportclips.com
-  **Product:** RUN Powered by ADP

Learn more about ADP's solutions for franchise at adp.com/franchise



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Now, I'm able to not only offer affordable medical insurance to my employees, but we've also been able to offer a 401(k) plan that automatically matches three percent for every one of our employees. This savings has been instrumental in allowing us to attract and retain some great employees."

As Parker explains, the time saved is just as important. "Along with running my Sport Clips business, I still work full time in the corporate world so my time is extremely valuable to me since it is so limited. Having the flexibility that RUN offers to run payroll when I want is invaluable." He adds, "To have reliable, ready access online is most important to me because I run payroll for my three current locations and will for any future locations I open. And to have the ability to process it at midnight, five in the morning or whenever I want removes the worry of time constraints from my schedule and allows me to focus my time where and when it's needed throughout the day."

Culture is the key to success and employee retention

With a quick first glance, it might be easy to view Sport Clips as just another place that cuts hair. But Taj explains the reality of moving away from the traditional approach of a barber shop or salon is what helps set Sport Clips apart from the rest. "We are in the people business, and Sport Clips provides a place where men and boys can come in for not only a great haircut, but a great experience and have some fun, too. Taking care of people first and providing the ultimate experience is the culture we strive for." Tim shares, "Great culture starts from the top. It can really propel a business to a higher level."

"One thing we really strive for is developing a culture that our employees also want to work in," adds Schumacher. "Helping to provide our employees with an environment they want to go to every day — and do what they love — has a tremendously positive impact on business and contributes to the experience we are looking to provide our customers." He adds, "We treat our team members the way they want to be treated. If they are successful first our clients are getting a great experience and we'll be successful." Parker reiterates that culture is key, "Our initiative last year was to figure out how we become the best place to work."

Mansfield adds, "The benefits that I am able to offer through ADP definitely work as a method to retain employees and it differentiates from the competition."

The eagerness of everyone involved with Sport Clips brand to reshape the traditional haircut experience and fostering a strong culture are key components to its success.

Integration consistency across locations

A challenge often faced by a franchise owner is achieving a level of consistency throughout each store and across multiple locations. A client who visits any location expects consistency in service whether in Los Angeles, Dallas or New York. And that expectation of consistency is shared behind the scenes by the owners, especially when it comes to how RUN integrates with other systems used in the business.

"I'm confident that using RUN across multiple Sport Clips franchises greatly helps me manage my business because of the consistency the platform offers by integrating with other software and tools I use across several of my locations,"

RUN allows me to provide the controls that my team members have over certain elements that they can change themselves, greatly reduces a lot of the time on my part. And that time savings is very valuable as it allows me to focus on doing other things I need to help me grow my business further.

Arif Taj

Franchisee and Team Leader



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says Mansfield. "It's extremely helpful to me to have RUN be an integral part of our franchise because of the integration opportunities and efficiencies we experience when utilizing other systems like QuickBooks™ and ProfitKeeper."

"There are always reports that need to be run, whether you are working with a bank or lender or whomever," says Taj. "ADP's ability to integrate RUN with other software and systems to produce easy, accurate and customizable reports is beyond helpful to my business."

Experiencing the benefits of the mobile app

A feature very well received by employees, as noted by owners across multiple locations, is the ADP mobile app. "I'd say the app is one of the things our employees like and use the most," says Mansfield. "They like the sense of control it offers and that they have full visibility of their payroll-related information whenever and wherever they want, without having to depend on me to provide it. That translates to a huge time savings for me, which I love because I take that time and focus it to the other needs of the business."

This sentiment is shared by Parker who offers, "If employees had questions or changes in the past, there was a lot of e-mailing back and forth and, often times, requests could get miscommunicated or lost in the shuffle of the day. Now, with ADP Mobile, it's such an easier and more efficient way to do business without depending on me solely to get information for them."

"I'd agree that the mobile app is one of the best things ADP has provided for us," says Taj. "RUN allows me to provide the controls that my team members have over certain elements that they can change themselves, which greatly reduces a lot of the time on my part. And that time savings is very valuable as it allows me to focus on doing other things I need to help me grow my business further."

ADP helps franchise owners achieve what they are working for

Joining with ADP and using RUN has provided each owner with confidence in their HR and payroll solution. This helps them have more time to devote to making their business flourish, ensure their employees are happy and produce a fun environment for their employees and clients to enjoy. "I am working to make it fun for both my family and work family — because they deserve that," explains Mansfield.

Adds Schumacher, "To me, I'm working to have a positive impact on people's lives and that includes my family, my employees and my clients."

"Working to make a difference in the lives of my team members and those in my community helps drive me to keep my business successful," Taj adds. And in keeping with a culture of fun, Parker concludes with, "I'm working to retire from my corporate job so I can focus more on growing my Sport Clips business and having more fun doing so."

Client testimonials are selective samples and do not imply an endorsement of any particular product or service. Results may vary based on the employer's particular situation and other factors.

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Mark Mansfield
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