



Building relationships and overcoming challenges

Valued Relationships, Inc. (VRI) is a medical monitoring alert company based in Franklin, Ohio. Chad Dresnick, human resources manager, and his HR staff of seven handle the entire employee lifecycle for the company's 400 "heroes" (VRI's term for its employees) across all 50 states. With such a large geographic spread, Chad has to ensure VRI is on point with a patchwork of both federal and state HR-related laws and compliance issues, as well as drive efficiency, innovation and employee engagement. With the help of ADP®, he says that challenge is more than being met — so much so that he can finally spend time out of his office and engaging with the workforce. Chad was kind enough to sit down and discuss his company's experience partnering with ADP:

On challenges

As our name says, VRI is a company about relationships, between our customers and our "heroes," our employees. We call them heroes because they so often are heroes in the work they do. When I joined VRI, the biggest challenge was having a new team of employees come together and form a great relationship. Although we all had years of expertise in our own individual realms, we hadn't worked together. We also faced technology challenges and needed to make every process within HR work better, faster and more efficiently. Finally, we wanted to help the rest of the VRI management team do their jobs more effectively.

On efficiency

Initially, we had multiple systems doing the same thing which led to confusion and wasted time. We had managers emailing forms, filling out forms manually and faxing forms to us — yet all of it could be done electronically through ADP software. I reached out to ADP and asked, "Is there a better way?" Making that simple move to ADP was the biggest time saver.

Working with ADP, we turned on the manager self-service feature. We tested it, made sure everything was working right and that all of our workflows and

Chad Dresnick
Human Resources
Manager



Quick facts

-  **Company:** Valued Relationships, Inc. (VRI)
-  **Industry:** Health monitoring solutions
-  **Employees:** 400 across 50 states
-  **Headquarters:** Franklin, Ohio
-  **Product:** ADP Workforce Now®

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approval processes were in place. Within four or five days of me asking the original question, we went live. I'm happy to report that it's saving us, on average, about five hours a week — three hours of manager time, and about two hours of HR time — filling out forms and entering data. It's now done all electronically, significantly reducing errors.

On employee self-service

We've incorporated self-service training during our orientation program, showing employees how to use self-service from day one so they can go in and update their address, federal or state taxes, direct deposit information, beneficiaries for life insurance and dependents for medical and dental insurance. It gives them full control and they have full visibility to see who and what they're paying for. Employees being able to log into self-service and select their benefits has been an overwhelmingly positive experience.

On service

We have our own dedicated account manager, Alex. Working with Alex has been probably the best experience I've had with ADP. When I reach out to him, usually via email, he does whatever is needed to resolve my issue. He really is a single point of service contact.

We also received great service from our ADP open enrollment specialist. It was my first time going through a full open enrollment using ADP Workforce Now, and our specialist reached out early in the process to guide me along the way and make sure we had the resources needed to make open enrollment work for our employees. She was great throughout the process, which we just finished, and the results are fantastic. Our benefit participation was sitting at around 50 percent, and now that we've gone through our full first open enrollment using ADP, our benefit participation is projecting at 73 percent for 2018.

On reporting

Until now, our company never tracked overtime. We knew it existed and was an expense that the company needed to manage — we just never really delved into it. We reached out to ADP and asked about tracking overtime by department, by person, by payroll. Now, with ADP's help, at the end of each payroll period we have a printable overtime report. It shows us dollars and percentages of overtime by department so we can determine: Do we need added headcount? Do we need reduced headcount? It helps us make better business decisions moving forward.

With these overtime reports, our overtime in the last three months has decreased by 30 percent. We're looking at headcount for 2018 in a much broader capacity than we ever had. We're now able to forecast and understand our needs... it's just overall a great solution for us.

On employee engagement

One of the best outcomes is we now have time to talk to our VRI heroes. We're able to talk to them one-on-one to learn about who they are and what their interests are. It really helps build employee engagement. We save so much time having all these integrated systems that we're able to focus on our people.

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