Time and labor: success stories

We spoke with three ADP® clients to discover how the ADP time and labor module has helped them overcome their companies' unique challenges.

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Corporate Payroll Manager, Vanderbilt Global Services

Hannah Hill
Finance Manager, Margaritaville Resort

Finding a flexible solution for flexible schedules

Melanie Wiegert, Director of Human Resources, Diamond Mowers

As a manufacturing company, we have a couple variables that affect our timekeeping. We have two different facilities, and we also have folks that go out on calls to customer sites. Not only is it important for us to have a timekeeping solution within the walls of our facilities, we also need a solution that can be deployed out into the field.

When our folks are away from headquarters, they're not necessarily on the same work schedule that they would be when they are in our building because they're on the customers' schedules. The start and stop times can be very different, so we needed a flexible solution that would allow us to not be confined to the typical eight-to-five shift of a normal manufacturing setting.

Previously, we would send our service technicians or our truck drivers out with paper timecards and then have to rely on them to handwrite their time, bring the card back and get it manually keyed into the system. We were also using paper forms to record missing punches and for vacation requests. Our supervisors then had to adjust and track all of these schedules on a calendar next to their desk. ▶

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Now that we use the ADP time and labor module, our employees in the field use a mobile app, which allows them to clock in and out in real-time, whether it's the beginning of their shift, their lunch break or at the end of the day, just as though they were in the building. They no longer have to worry about paper records, and it's 100 percent accurate. Plus, our managers can use the app as well to approve time off requests with the touch of a button. Now that they don't have to spend so much time tracking time, they can use the system to better manage their resources.

ADP has helped us take a process that used to take days down to just minutes. Everything is now automated, and our employees and managers can modify schedules as needed on the fly. We've been able to eliminate paper solutions entirely and let the system do the work for us, which helps us do more for our employees, our leaders and our company.

On keeping time during a crisis

Pia Saks, Corporate Payroll Manager, Vanderbilt Global Services

We have had situations where severe weather events have impacted our locations. The most recent example is Hurricane Florence and our facilities in the Carolinas. The day before it was set to hit, I was on the phone with my admin saying, "Let's make sure all of the timecards are in place so that if you can't come in on Friday, we still have the ability to process payroll and make sure that our employees are paid on an accurate and timely basis." Because during events like these, especially ones that can potentially be catastrophic, you don't want to have to be the person that says to your employees, "I'm sorry, we weren't able to pay you because we didn't have any power."

As it turns out, our admin and employees weren't able to get to those facilities due to flooding issues.

But because we use the ADP electronic timecard system, we were still able to meet the deadline of paying everybody on their regular pay day. It's great because employees record their time within the time clock, which automatically gets uploaded to the website. From there, anybody with access to that company code can process it. That means, as an administrator in our corporate offices in Connecticut, we can always be Plan B, so that if something happens at any location, we can still process that payroll. That provided a huge peace of mind for not only our admin, but for our employees as well. When you're dealing with a potential catastrophe, knowing that you have the money in your account to help with any type of repairs or damage control can really make a significant difference.

Not only is the ADP time and labor module great in a crisis situation, but it has made our everyday tasks more efficient as well. Having an electronic system that records, holds and creates all the calculations on its own, as opposed to a manual system in which we would've had to calculate the hours and then ▶

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actually enter them in as well, is an enormous time saver. It's always easy to say that you have a wonderful relationship with your HCM partner when everything is going well, but it's in those times of crisis that prove how strong the relationship really is. We were able to determine that, without a doubt, we have a very positive relationship with ADP. It's a really wonderful feeling as a client to know that we can always rely on them — that is a true partnership.

Overcoming overtime with time and labor reporting

Hannah Hill, Finance Manager, Margaritaville Resort, Tulsa location

Time management is a big part of what we do and is sometimes a big headache for me. All of our employees are on a time clock system, so between clock-ins, clock-outs, overtime, multiple departments, multiple job codes and multiple pay rates, it can be a tedious process.

The data that we're able to get from ADP really helps us manage our labor dollars. We've probably seen the biggest impact in overtime for our culinary team. During our first few months of opening, we were running close to 30-plus hours of overtime, just in the back of house. Our culinary team is quite large and has the highest pay rate of all our staff, so it was quite a big discovery to see where those overtime dollars were going and see things operationally through a payroll lens.

With ADP time and labor reporting, we were able to pull that information and give our culinary managers those real-time numbers and data. And once we armed our culinary managers with that information, they were able to better prioritize their goals, implement them into a schedule and system that works and utilize our culinary team the most while still serving our guests.

By having access to this data and using it to readjust our staffing approach, we've been able to cut those 30-plus hours of overtime at very high pay rates to less than 10 hours per payroll, which is really just part of our volume business. It has made a big impact — having ADP as a partner is so valuable to me.

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