



# A clear need for payroll managed services

Angelica specializes in the cleaning and disinfecting of linens used across all sectors of the healthcare industry, helping to ensure safety to the patients and staff of those facilities. After auditing internal processes and procedures, it was determined that an outsourcing solution to streamline payroll and HR tasks could help increase productivity and allow more time for internal staff to achieve the goals of the company. Director of Payroll, Steve Stricker, shares his story with ADP®.

## Recognizing and overcoming challenges

When I joined Angelica, we were already utilizing some ADP products and processes including ADP Enterprise for payroll and HR, time, check processing, direct deposit, tax service and unemployment compensation management. However, our executive leadership at the time was considering whether or not to stay with ADP. This started many conversations which allowed everyone involved to closely examine what our needs were at the time and how we could best move forward.

Some of the processes we had in place were time consuming and not as effective as we would have hoped. We needed measures in place that could provide efficient and accurate payroll processing and regulatory support, while seamlessly integrating all of our products. With that information, ADP recommended we consider ADP Comprehensive Outsourcing Services, which could help us streamline requirements for payroll, HR, benefits, wage and tax, recruitment and much more.

Moving forward with that recommendation, it's very clear how the ADP solution has helped us. For example — in my role as payroll director, I was the liaison between Angelica and ADP with visibility between payroll, HR and benefits. We don't have to complete manual entries on the payroll end to get information moved or removed between products.

**Steve Stricker**  
Director of Payroll



## Quick facts

-  **Company:** Angelica
-  **Headquarters:** Oakbrook Terrace, Illinois
-  **Industry:** Linen services
-  **Employees:** 3,100
-  **Product:** ADP Comprehensive Outsourcing Services
-  **Website:** [angelica.com](http://angelica.com)

**Business challenge:** Finding a solution that could help provide efficient and accurate payroll processing, benefits administration and regulatory support, while integrating seamlessly across products.

**How ADP helped:** Outsourcing payroll processing and HR responsibilities with ADP helps Angelica achieve efficiencies while freeing up time for internal resources to continue focusing on growing the business.



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If an issue does come up, my benefits team works directly with ADP benefits to resolve the problem before it gets to payroll. The integration has made my VP of HR and my recruiting director very happy, as well. In the past we were experiencing difficulties moving information from Taleo, our recruiting tool, to ADP's EV5 platform by having to manually re-key information that didn't move over correctly. Now, the information transfers easily with minimal time spent on updating anything manually. And if there ever is an issue, the ADP recruitment team is there to troubleshoot and quickly find a solution — saving our team time and frustration.

### **A successfully coordinated implementation**

I have worked on implementation projects before, from both the vendor and client side. And with any implementation, you set a certain expectation of what can be accomplished during the time frame given. It can be difficult especially when you consider how much needs to be done while coordinating among so many groups involved.

On the ADP side, there were about 30 people from different ADP business units working with seven Angelica employees — tackling payroll, HR, benefits, time, IT and more. Angelica chose to start the project on February 1 and had a go live date of July 1. It was a very aggressive schedule to complete everything we had on our task list. But on June 29, we went live — on time and on budget! It was a major undertaking from all sides but the ADP associate that I would attribute much of our success to was our ADP Implementation Project Leader, Loren.

Loren knew all the details of each group and coordinated seamlessly amongst the teams. He made recommendations and suggestions but was also always willing to listen and compromise when necessary. Angelica collaborated very well with him. Honestly, if he didn't step out of the box and come up with solutions, we wouldn't have been successful nor would we have gone live on time. What stands out the most to me is I had a pre-planned vacation and I was scheduled to be out of the office the first two weeks after we went live. I had many concerns, but in the end — there were no issues. Everything was in place and worked the way Loren said it would. We were successful in doing our first payroll during the first week of July. That's really a testament to ADP, especially Loren's capabilities and the way he handled the project.

### **Efficiency through MyADP Employee Self-Service**

One of the most impactful features we utilize is MyADP. It has significantly reduced the number of calls coming from our employees to our payroll team for help. With access to MyADP, employees can handle many of the tasks themselves. For example, during the benefits enrollment period, employees now have the ability to go online to review and select which benefits options they want. In the past it was a very manual process that required a lot of additional time from our internal staff to help walk the employees through the steps. Additionally, many of our hourly employees can clock in on InTouch time clocks, MyADP or via a mobile device. We are no longer limited to only punching on a physical timecard.

The overall HR and payroll support we receive from ADP has been a tremendous advantage for us, too. When our employees have questions that need attention, they call an 800 number and the ADP team assists them directly.

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Also, in the past our employees would submit requests for PTO time by completing a paper form and submitting it to their managers. The manager had to email the form to payroll. Now they can enter the time off request online, which allows their manager to review and approve quickly.

The overall HR and payroll support we receive from ADP has been a tremendous advantage for us, too. When our employees have questions that need attention, they call an 800 number and the ADP team assists them directly. This allows our teams to work on other tasks as opposed to fielding inquiries. We're able to focus more work on projects that help us to be more productive, efficient and effective, ultimately helping the company achieve its goals.

### **Staying ahead of compliance concerns**

From a tax perspective, we have regular meetings with our ADP team to discuss any changes that are happening and what needs to be addressed for our company. With access to up-to-the-minute information from federal, state and local jurisdictions, ADP is aware of and can review our tax information in order to make recommendations that help us remain compliant as regulation changes happen regularly. This includes compliance to local sick time laws.

One aspect that I have been most appreciative of is the amount of guidance made available to us to help navigate the constant regulatory changes that resulted due to COVID-19. ADP offered many webinars and provided updated information about regulation changes. This kept us up-to-date and informed about everything we could or could not do. For example, when the Social Security employer tax was waived from March 13 until December 31 of last year, ADP provided detailed support on how to set it up, what information we should be keeping track of and when things were going to happen. This helped to save a lot of time and headaches down the line. Having ADP behind us for help and guidance gives us peace of mind.

### **Collaboration of the Client Advisory Board**

I have worked with other clients who had been Client Advisory Board (CAB) members from other ADP divisions and they spoke very highly of it from a collaborative perspective. So, when our Client Success Executive, Jodi, asked me to be a part of it and be able to provide input from my own experiences, I was happy to do it. I'm very much honored to be to be a member of the COS CAB.

When our group met, there were 10 to 12 clients from different organizations and different industries. And although we each brought our distinct backgrounds, each of our voices was heard equally. We discussed regulations, where ADP was going and what they're doing to get there. When something new was being considered, there was opportunity to provide feedback and advice. I feel like the CAB is a great group to be a part of because we all have different experiences and yet we're all kind of united. We are all in the similar places, at the same time, and feeling some of the same frustrations and the same successes. It provides each of us a stage upon which to speak our minds, interact with other clients and be collaborative. I know at this time it's very challenging to get ADP and their clients together more regularly, but I look forward to a time when there will be an opportunity to all meet in person again.

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For my staff, I always want to help ensure that they have the tools they need and that they're able to do their jobs effectively and efficiently. I provide consistent feedback on their performance because I want to help them achieve their goals and grow their careers at Angelica. As a manager, I encourage them to closely examine what they're doing and how they do it. If they think that there is a better, faster way to do something, we need to discuss it. I also stress that they need to be happy with what they are doing. If you are not happy, you should find something that makes you happy.

From a company perspective, I want to help Angelica to continue to move in the right direction. We need to all be working together with common goals. I don't want my corporate controller to worry about day to day payroll issues. That's my job. But I make sure that he is aware of what's happening in payroll, on a regular basis. He needs to be able to answer questions from our executives without having to ask me first. What makes me happy and keeps me motivated is a good challenge. So when I am faced with one, I see it as an opportunity to grow personally and be a better version of myself.

For my relationship with ADP, I strive to ensure our collaboration and teamwork helps me to achieve my goals, Angelica's goals and ADP's goals. As with any new relationship, we spent some time getting to know each other and understand how each of the teams function and work together. This time was very well spent. In the beginning I felt that the ADP Managed Payroll Service (MPS) team was a team of associates aligned with Angelica. This has evolved into MPS being looked at as a true extension of my Angelica team. This is a direct reflection of all the hard work done by our ADP Payroll Manager, Lisa, and our Client Success Executive, Jodi. Without everyone's guidance, recommendations and collaboration, we would not have been as successful.

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