



Creating efficiencies from the ground up

John's Creek is a city in metropolitan Atlanta, formed in December of 2006. It is a very diverse and fast-growing area that currently boasts approximately 83,000 residents. When Mary Ann Haskins, HR and support services director for the City of John's Creek, Georgia, was tasked to take on the human resources team for a fairly new city, she knew she would have to work on creating a solution from the ground up that would be as amenable and unique as the needs of the city employees and the city itself. From payroll to timesheets to risk management issues, ADP® helped work with Mary's distinct situation to find solutions that would address the inner workings of John's Creek and create efficiencies that helped streamline the HR Department. Learn more about Mary Ann and ADP's collaborative techniques in launching a new city's HR program.

On the challenges of a paper-based system

When I came on board as the first HR director, ADP was in place for payroll, but there were no in-house HR functions — I was in Excel hell. That's not the way to run HR. It was 2009, and aside from payroll and timekeeping with Enterprise E-time, we were using paper forms, and my employees had absolutely no self-service. It was crazy.

Employees were yelling at me from day one about their pay and/or benefits not being right. They had filled out a paper form, but they were enrolled in a different plan from what they had chosen, or their pay rates in our payroll system didn't coincide with their offer letter. There was nothing easily available for employees to review — they had to wait until someone could make copies and send it up to them. My first recommendation was, "Look, if we're going to do this right, we need to get ADP in here — and let's get the rest of the tools you didn't get initially!"

Mary Ann Haskins
HR and support
services director



Name	City of John's Creek
Industry	Government
Employees	240
Location	John's Creek, Georgia
Website	johnscreekgga.gov



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On recruitment with ADP

The original hiring process was very manual. We had job candidates fill out paper forms and asked them to bring in paper resumes. When they were hired, somebody in HR manually took that data, created an offer letter and put them in the payroll system — but they often included human errors.

The beauty of implementing the ADP recruitment module was that not only could I recruit more efficiently, but the candidate was entering their own data. If we decided to hire them, we simply moved that data over digitally — there were fewer errors and quicker processing. It was great. I don't think we could have recruited without ADP — it was a critical time to have their help.

On the ability to streamline resources

When I started with the city, I was pretty much a team of one. There aren't enough hours in the day to respond to inquiries when you're trying to track everything down manually or within an offline database. For me, utilizing ADP was essential — otherwise, I would have had to hire at least two more people just to barely keep up with the demands of the employees. It really made all the difference in terms of productivity.

On working together to create a solution

When it comes to work-related dilemmas and issues, ADP sees them through to resolution. For example, we have a little bit of a different set up with police and fire timekeeping. They don't work 40 hours a week — they work 24-hour shifts and then are off for 48 hours. We can't use the same formulas that we would for a typical 9-to-5 position. So when we were deploying ADP, they assigned us a great associate who took the first few days of working together to understand what we were doing currently and reviewing the E-time setup. They looked at the situation and said, "Okay, this is not standard. Let's figure this out."

Together, we figured out a workaround for our folks. Our associate built it and then we would test it, enter timecards and see how the product would react. The dedication was there on the ADP side to make sure that we had all the kinks worked out. It's been great ever since.

On conveniences for the employees

We implemented the employee database system, and there was no looking back. Employees love the self-service features. All of their pertinent information is right at their fingertips. With the ADP platform, they can easily see the time off they've taken, as well as what they're accruing. They can look forward to and plan a vacation for next year and see how many hours they would have. They love that.

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We also have the ADP mobile app, which our folks love and rely on, because most of them are not sitting in front of a computer during the workday. It's terrific for that situation — they're able to submit their timecard, request time off and look at pay vouchers and their benefits all via ADP Mobile.

On training and networking opportunities

ADP does a great job of training its clients. I love the training and networking opportunities available on The Bridge, ADP's online community, and I love the in-person meetings and conferences that they host. I recently drove up to Nashville and had the chance to sit with other users, hear what's coming and learn more about ADP's product offerings. I took three pages of notes so that I could go back and share the updates with my team. Plus, I get to sit at tables with others and share war stories and success stories — it's great. Those are areas that ADP has done very consistently, and I believe will continue to do, and that's very different than a lot of the other vendors that I deal with. They may have a user group here or there, but not like ADP. They're not as open or friendly about what's happening with their products.

On confidence in ADP

I trust the data that's in ADP. I never worry about payroll being inaccurate. I never worry about any tax-filings. I don't lose sleep over big things that would otherwise make me lose sleep if I was doing them in-house. I love that about ADP.

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