



QC Games

Expert Support to Supplement In-House HR

A little over a year ago, Tricia Bruno was hired as QC Games' first in-house office and HR manager. Running the office, along with all of the HR functions for a 60 employee company, was more than a full-time job. Here's how Tricia uses ADP TotalSource® to work more efficiently and enhance her employees' experience.

I'm a one-person show and ADP has been a great resource

QC Games is a video game company that has been in business for three and a half years. We've grown to nearly 60 employees, and I've been the office and HR manager for a little more than a year. I'm the first person in this position, as our CFO/COO were previously handling those tasks, in addition to everything else associated with running the business. While I was hired to manage what seemed like a smaller piece of the HR puzzle (in addition to office management), my role has expanded to encompass several other puzzles that I'm constantly putting together. We're still considered to be in a somewhat startup mode. I'd describe our company as being in the teenage years. We're not quite a grownup and are still building a lot of processes, so we have some growing pains.

The decision to choose ADP TotalSource® was made before I started. While I wasn't part of the selection process, I can say ADP® has been a great resource. In my role, I don't have the time, resources or knowledge base to be able to handle all of the things that ADP does for us. As a one-man show, the resources that I get from ADP are very valuable. And my ADP account manager is amazing. I know when I need her for something she's available. I also have regular contact with ADP's payroll department. They're all extraordinarily friendly, knowledgeable and helpful.

Tricia Bruno
Office & HR Manager



Name	QC Games
Industry	Video Game Producer
Employees	60
Locations	1
Headquarters	Austin, TX
Website	qcgamedev.com

Business challenge
Supplemental HR support.

How ADP helped
ADP TotalSource® provides ongoing HR support and guidance, led by an exceptional ADP Business Partner.



A user-friendly and person-friendly resource

ADP's online tools are very expansive. The administrative site I work with and the ADP employee site are user friendly. ADP's payroll group has helped me find the reporting that I needed, which was super helpful. Part of my process for onboarding new hires includes an email that strongly encourages new employees to spend time on the ADP website. They'll even find discounts on things like their cellphone and other ways to save money, which is really nice.

I also rely on my ADP account manager to help me with compliance-related issues. In particular, if we are terminating an employee, we want to make sure it's being done in the best way possible that covers both parties. I also get ongoing support when it comes to benefits questions.

In terms of the ROI we receive from ADP TotalSource, the hard dollars we save comes down to not having another person in-house that's handling HR items. And that's not just another person's salary, it's also insurance and other benefits. To sum up, ADP is an exceptionally user-friendly and person-friendly resource to ensure that all of the back-end aspects of your HR are met in a professional and competent manner.

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