

A Passion for Customer Service

My guys were complaining

I had a small, local company handling payroll for me, but I wasn't happy. They would courier the paychecks to me, and if it fell on a holiday or a snow day, we wouldn't get them in time, and my guys were complaining.

Plus, I was getting letters from the IRS. Non-payments, late payments, penalties. And here I am paying someone to handle it. They would say, "Oh, it was only a day late." Whatever. I shouldn't be getting those types of letters.

Everything is automatic

The last straw was when an ADP representative came in here and said, "Hey, did you know this requirement is changing?" I had to call my payroll company and ask them why I hadn't been told about it.

Now, everything is automatic. There are no more checks — the money goes right into my employees' accounts. I like the ease of it. And there are no more letters from the IRS.

People come to me because of my service. I always go the extra mile, and I expect that from the people I deal with, too. I've already recommended my ADP rep to two other people. I wouldn't have done that if she didn't do what she said she was going to do.



Nick Lalvani opened his auto repair shop on Long Island when he was just 22 years old. For 14 years, he's succeeded by always trying to exceed his customers' expectations, especially when it comes to service. But Lalvani was having trouble finding a payroll partner with that same commitment to service, until he received a visit from an ADP® representative.

Company Vitals

Name: Check Point Automotive Inc.

Industry: Auto Repai Established: 2004

Owner: Neeraj "Nick" Lalvani

Employees: 6

Headquarters: Farmingdale, New York

Locations:

Website: Checkpointautoli.com

Business Challenge: Finding a reliable payroll partner that could get paychecks and taxes where

they needed to be on time.

How ADP Helped: With Run Powered by ADP®, employee pay is deposited into employee accounts and taxes are paid on time.

