



At your service: ADP®'s new service features

Nine times out of 10 — or more frequently than that, quite honestly — the answer we need is readily available and the issue is resolved in a single call.

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"I'm under a deadline to complete payroll and am juggling so many other things at the same time, which is stressful enough." — Tameka Murphy

Like Tameka, many HR professionals have more than their share of stresses, and trying to get help from their human capital management (HCM) provider shouldn't be one of them.

To better service our clients, ADP® implemented a couple of process improvements. Now, clients will have a 'minimal transfer' experience when they call our service center, meaning that the first service associate they speak with will personally handle their issue through resolution, quickly and accurately. And because we feel service should be provided when it's most convenient to our clients, we now offer the option to schedule a service appointment at a time that works best for them.

We spoke with a few clients to discover what their experiences have been with the new service features. Here's what they had to say:

On a "minimal transfer" experience

Paula: When I call into ADP, the first service associate I speak with is able to answer my questions completely. ▶



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Whether it's about benefits, payroll, time or how all of those interact with each other, that service associate takes complete control of the issue that I'm having and makes sure that I have all of the answers. I'm never being transferred to a different service associate.

Tameka: No one wants to be transferred around. If I'm calling about a payroll or a time and attendance issue, I want to speak with someone who has the answer. I'm under a deadline to complete payroll and am juggling so many other things at the same time, which is stressful enough. It's been very beneficial to have just one person assist me instead of being transferred around to different departments, thanks to ADP service.

On appointment-based scheduling

Melanie: ADP also offers appointment-based scheduling for service, which is pretty awesome. If you have other members of your team who need to be involved, you can make an appointment, gather your coworkers and meet with a subject matter expert from ADP who helps you solve the problem, and then you can go on your way.

Tameka: I like the ADP appointment-based scheduling because it allows HR professionals to have that one-on-one attention that we need. When there is a particular challenge that I'm facing, I can schedule an appointment with an expert who focuses solely on me during that time. It's a great feature that ADP provides.

On saving time with the new features

Melanie: In the past, what would have been several phone calls and a lot of time on the phone is now just a couple of emails back and forth, a scheduling of an appointment and then speaking with an ADP service associate that we trust will know the answer. Nine times out of 10 — or more frequently than that, quite honestly — the answer we need is readily available and the issue is resolved in a single call.

Paula: ADP service saves me a lot of time because if I call a service center and have to deal with different service associates, I always have to re-explain the problem that I'm having to each one. With one service associate per case, I'm only explaining my problem once. Not only does it save time, it's also a lot less frustrating to be able to speak with just one person on each call.

Tameka: I called ADP service recently because I had to give money back to an employee for their insurance and, as soon as I called, the ADP service associate helped me with my issue and I was done. The call took no more than two minutes. They're fast, they're efficient and the service associate got right to the heart of the matter — I was very happy! ▶

Every time I speak with someone from ADP service, I ask for their manager's name and send that manager an email that says, "This ADP service associate was a rock star." I have yet to encounter an ADP service associate who I didn't think was a subject matter expert in whatever I was calling about.

Melanie Weigert
Director of Human Resources

On the quality of service received

Paula: I have more confidence in the service I receive because I know that the person that I'm speaking with knows all aspects of the ADP system — they really understand what I need and know what they're talking about.

Melanie: Every time I speak with someone from ADP service, I ask for their manager's name and send that manager an email that says, "This ADP service associate was a rock star." I have yet to encounter an ADP service associate who I didn't think was a subject matter expert in whatever I was calling about.

Tameka: I cannot say enough about ADP service. The service associates 'hold my hand,' which is great — sometimes I need that on a particular issue. They're so helpful — they take their time and walk me through it. And if I call again the next day, they're still as helpful as they were the previous day. ADP service is really, really, really top-notch service.

On the benefits of one contact per case

Tameka: I've had some challenges this past year with W-2s, so I reached out to the service center for help. I spoke with an ADP service associate who gave me his name and contact information, and I was able to work with him the entire time. So I had one point of contact for this issue, which was great.

Melanie: We recently had a situation where we were changing our vacation policy, and we thought it was going to be a lot of manual steps to adjust the records of each employee. We were able to use the ADP appointment-based scheduling to speak with someone who was a subject matter expert in time-off request and vacation policies. That associate was assigned to our case and helped us understand step by step what we needed to change, how to change it and then verified that our changes were successful.

On ADP service compared to service by other HR providers

Tameka: With most companies, you speak with numerous service associates every time you call in. But with ADP, I'm able to speak with just one service associate on each call who can help me resolve my issue.

Paula: If you call Paylocity, they have different service associates for benefits, payroll and time and labor. But with ADP, one service associate is able to answer all of my questions. All I have to do is push a button for which department I want and, once I reach that department, they don't transfer me to anyone else. They may put me on hold and consult with another associate, but they get the answer for me. They're not just transferring me blindly to somebody else and back and forth — that one service associate answers everything.

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Vice President of HR



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