Seamlessly Adapting Through Tremendous Growth

Kerri Fama
Director of HR

Name	Ironwood Cancer and Research Centers
Industry	Health Care
Employees	700
Headquarters	Phoenix, Arizona
Website	ironwoodcrc.com

Kerri Fama, director of human resources for Ironwood Cancer and Research Centers in Phoenix, Arizona, recently talked with ADP® about the challenges of being responsible for the healthcare organization's HR functions, including payroll, benefits administration, personnel issues and all the day-to-day HR activity—anything that has to do with Ironwood Cancer and Research Centers' 21-location, 700-person workforce. With ADP's help, Kerri was able to seamlessly accommodate her company's rapid growth through the use of ADP's streamlined, integrated solutions. Discover the benefits Ironwood Cancer and Research Centers has experienced by partnering with ADP.

On the Challenge of Supporting Rapid Growth

When I started 10 years ago, we had two locations and 130 employees. In the years since, we have grown to 13 oncology locations and eight urology locations with a total of almost 700 employees. It's been hard. The struggles of our growth have been: How do we onboard everybody? How do we run the payroll? By using ADP, we've been able to do it all. Before ADP, we used Paychex, and it was a very antiquated system—it really did not work for us. So, within my first year at Ironwood we decided to bring in ADP. They've helped us grow, and we've been able to implement all new systems as a one-person HR team. Now, I'm able to do it all and with ease.

On Integration and Time Savings

At first, we were using ADP for just timekeeping and payroll and using multiple other systems for our recruitment and our onboarding. We were looking for a system to put it all together and make it seamless.

Now, with ADP, all of our employee data is in one place, which gives us quick access to log on to see all of our employees' information. We can quickly glance at their current payroll, past payroll and their pay history. It's a one-stop shop for us—I'm on it all day long. ADP helps me do more throughout my day. It helps me do things that I need to do outside of payroll and timekeeping.

On Recruitment

With ADP® Recruiting, we're able to status the applications as they come in. We can see if they're a good fit, where they are in the interview process, and if need be, we can pass them onto another manager. It's a much more efficient way of recruiting and it's more insightful.

On Onboarding

We have 10 to 20 new hires every week, and being able to use ADP for that makes it extremely easy. Now, I don't have to sit there and manually enter them all.

The onboarding process with ADP is pretty seamless. It probably cut my onboarding time in half.

And with additional products like ADP's Screening and Selection Service (SASS), it's also helped us process our payroll faster. The drug screening, the background screening, everything is done within the system so it all flows right into the new hire's file. We don't have to go searching for different tests, getting different results from different providers. It gives me more time to do other things that I need to do.

On Analytics

Prior to ADP's analytics, I was running reports and then doing all the math on my own, trying to figure out our retention rate, how many new hires we had, etc. With ADP's analytics, I'm able to look at everything at a glance. Everything is at my fingertips, and I can look at the data I need.

For example, I can see what our numbers are for the end of this year, and see our retention rate. I can see how things are trending in the company without having to pull multiple reports and figure out the data on my own. Our C-suite looks to see if there is a certain department that has higher turnover than others and identify possible explanations. We can look at that data at a glance and see the turnover rates, its history and how it's trending and try to figure out what the problem is within that department.

On ADP's Portal

With a company of our size, we decided to use ADP's portal as our intranet. All of our employees' documents are hosted there so that they can easily find employee policies and procedures, or find out whose birthday it is each month. They can find information about the company, what's up and coming and who the new hires are, along with all their own personal information regarding payroll and their pay history. It helps employee culture by providing a place where they can feel like they're a part of something bigger.

On Dedicated Support

One of the things that I like best about ADP is that I have a dedicated account manager, David. If there are ever any issues, I can pick up the phone and call him. He knows me and our company and what we are working on, and he's ableto help me right away.

In the past, with other companies, we would call the 800 number, get put on hold, finally reach somebody and probably get transferred a couple times before we got our answer. But now, I just pick up the phone, call David and he is able to help me right away.*

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