



Cutting costs with a comprehensive solution

RFI Communications and Security Systems is a diversified, multisystems integrator that has been designing, installing, servicing and monitoring technology-driven security and fire/life safety solutions for almost 40 years. The team wanted to spend less time and resources on overhead to be able to spend it on more client-facing initiatives, and decided to reevaluate their payroll solution as a way to do so. In their search for a new provider, they discovered the many ways they could improve their system, create efficiencies and reduce costs simply by switching to ADP®. Hear what Michelle Brooks, RFI's CFO, had to say about her experience working with ADP:

On the search for a new provider

Originally, we were using Paychex as our payroll provider. In 2016, the board wanted us to look at other options to reduce costs and minimize our overhead expenses, as we didn't want to have to add additional resources as we continue to grow and do more work in other locations. When comparing ADP and Paychex, not only did ADP have a lot more to offer but they were less costly, too.

On why they chose ADP

With our prior provider, we had to pay for all of the modules available, even though we didn't use at least 50 percent of the system because we weren't at the right stage yet. What I really, really liked about ADP is that it wasn't all or nothing with them — they helped us to develop a plan that would work with our needs, and didn't push us to do everything at once. We were able to start with the technology and then add on additional pieces, like ADP Comprehensive Services, when we were ready.

On ADP's implementation

Our ADP implementation experience was awesome. We had a welcome call on which they introduced their team and went over the plan and expectations. We also had a discovery call which helped them get all of the information needed to make sure that everything was going to go well with our implementation.

Michelle Brooks
CFO



Quick facts

-  **Company:** RFI Communications and Security Systems
-  **Headquarters:** San Jose, California
-  **Industry:** Security
-  **Employees:** 200
-  **Product:** ADP Workforce Now®, ADP Comprehensive Services

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rfi.com



We also had weekly status calls, and they provided trainings for our staff, which really helped us get a better understanding of what each module had to offer.

On their previous system versus ADP

Our former system was a little clunky. We had to have two separate logins and databases for HR and payroll. There wasn't one place for me to get all of the information I needed — it really was time-consuming. I didn't want to have to spend hours trying to get all of the information that I would need for the board or for a budget report.

Now, it's just so simple to log into ADP — everything is in one, easy-to-use system. If you pull up an employee's name, you have their personal profile, employment profile, benefit profile, time off requests... everything is right there. It's very easy for our managers because they no longer have to keep manual logs, and we don't have to go through multiple systems anymore — we can get the information we need in one place, instantaneously.

On convenience

I really like the analytical reports available to us through ADP. We used to have to wait once a month for someone to get us information, like what our turnover rates were. Now, I can either run a report or simply create all kinds of dashboards to have the information we need easily accessible. It's just a click of a button — I login, and the information is right there.

For instance, when our team is processing payroll for cash management, the ADP system will tell them right in a dashboard how much are for direct deposits, how much are for checks, how much are taxes, how much are garnishments. They have everything right there at their fingertips. They don't have to run a report or wait until the actual payroll is done to get that information — it's available any time.

On cutting costs and time

Before we moved to ADP, it took us almost four days to process payroll. Now, we are done in two days. This has freed up my person in payroll to do more — she now has an extra two days a week to take on other responsibilities. As we continue to grow, I believe we won't need to add additional resources in the payroll department because we're able to process payroll a lot faster.

On ADP service

With our previous provider, I would contact somebody for help, and they would never get back to me. Now that we use ADP Comprehensive Services, we have an ADP relationship manager, which was a big driver for us at RFI. If there is an issue, I can go to her and she will get us assistance as soon as we need it. We have regular meetings and she helps us stay on top of things — she even alerts us of all the compliance issues that are going on. It's just nice having somebody to talk to and help you get the right information. Having that one-on-one relationship makes me feel like I'm not just a number — I'm a person.

On advice to others

When looking at different HCM providers, make sure that you find a system that will fit your needs. I don't believe anyone would be sorry if they went with ADP, because it's so easy to use.

Having that one-on-one relationship [with my ADP relationship manager] makes me feel like I'm not just a number — I'm a person.

Michelle Brooks
CFO

