



ADP® and 7-Eleven®: A classic win-win success story

ADP Corporate Perspective

When ADP® and 7-Eleven® decided to build a relationship with both the latter's corporate entity as well as its massive franchisee base, naturally the hope was it would be a successful match. Based on the positive reviews to date, the results have met expectations, and then some.



According to **Neema Ardebili**, ADP's Vice President of Global Franchise & Strategic Partnerships, prior to connecting with ADP, 7-Eleven corporate was managing its payroll internally. However, 7-Eleven corporate wanted to outsource those operations to a third-party to help reduce costs and mitigate some of the risks associated with compliance challenges for their franchisees. For example, Ardebili explains, the entire payroll department was under the company's accounting umbrella and outsourcing meant they could consolidate and recalibrate the payroll team's efforts to other operations.

"More importantly, working with an industry leader like ADP would help standardize 7-Eleven franchisees' payroll and HR practices as well - store owners would now turn to ADP for their state-specific compliance and HR questions," says Ardebili, who served as a co-executive sponsor of the ADP and 7-Eleven relationship.

In getting to the crux of why 7-Eleven chose ADP for this critical endeavor, Ardebili notes that ADP always seeks to go above and beyond to accommodate even the most intricate franchise systems. For example, ADP

Quick Facts



Neema Ardebili
VP of Global Franchise &
Strategic Partnerships, ADP



Raj Singh
Franchisee



Sukhi Sandhu
Franchisee



David Harper
Franchisee

Company	7-Eleven
Industry	Quick Service
Employees	Varies by location
Headquarters	Dallas, TX w/ franchises nationwide
Website	7-eleven.com
Product	RUN Powered by ADP®



Business challenge:

Reduce costs and mitigate some of the risks associated with compliance challenges for their franchisees.



How ADP helped:

A payroll bundle that included tax filing and relevant HR services, such as a handbook wizard and a dedicated client service team.

“As a franchisee, we are absolutely receiving true value. I will definitely stick with ADP. You may find someone offering lower costs, but the added benefits ADP delivers, others just can't match.”

Raj Singh
Franchisee



differentiated itself from competitors by creating a custom connector to 7-Eleven's in-house point of sale system that automatically integrates to the RUN Powered by ADP® payroll platform.

“To ensure satisfaction and quality assurance, we worked with 7-Eleven to pilot the solution and address any concerns along the way,” he says. “Now, owners and managers can process payroll remotely as well as through their in-store company intranet.”

ADP offered 7-Eleven a payroll bundle that included tax filing and relevant HR services, such as a handbook wizard and a dedicated client service team. As new 7-Eleven franchisees come on board, they take advantage of automation technology to simplify the onboarding process (i.e., uploading payroll balances via robotics and electronic signature solutions for documents such as the IRS Reporting Agent Authorization form).

“This allows us to help simplify onboarding time and minimize involvement of franchisees,” he says, adding that as the businesses are onboarded, ADP also created a dedicated internal site with training guides, job aids and more - all specific to 7-Eleven.

“This proved super useful for our multi-unit operators, as they can simply have their staff across the locations review this information and minimize the time and expense of on-site training,” Ardebili says. “Also, multi-unit owners can enjoy having multiple solutions for setup, meaning owners can have their stores separated or combined.” With those benefits, franchisees can streamline payroll and HR systems to free up time and focus less on administrative tasks and more on operations and sales growth.



In addition to providing technology services, ADP has built a relationship with franchisees outside of onboarding and HR services and has partnered with franchisee ownership groups, including the National Coalition of Associations of 7-Eleven Franchisees and its regional Franchise Owners Associations (FOAs).

“7-Eleven corporate benefits from this arrangement by outsourcing their payroll processes to ADP and thus reducing the burden that comes with these responsibilities while increasing some of the benefits of that transition,” he says, “adding a trusted partner like ADP to have best-in-class HR solutions and be there to answer franchisees' compliance-related questions is vital for many franchisors. We strive to ensure everything is done right and client needs are met first to ensure a long-lasting and trusting relationship for the franchise community.”



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Helping deliver a 'flawless' franchisee solution



Ardebili's ADP perspective is music to the ears of **Raj Singh**, a 7-Eleven franchisee for the past nine years who has seen life from both sides, having served a dozen years with 7-Eleven corporate as a district manager and merchandising manager before becoming a franchisee.

Singh, in fact, served as part of the original ADP-7-Eleven pilot project and was instrumental in sealing the ADP partnership based on his input.

"We worked very closely with 7-Eleven and ADP teams and provided them feedback on whenever we saw an opportunity they needed to address," Singh explains. "They listened, made those enhancements, and when the official program rolled out, it was flawless."

Singh says he truly enjoys being a 7-Eleven franchisee because the business is absolutely proven, with the clear benefit of offering a very strong brand – one that got even stronger with the ADP relationship.

"ADP provides some great solutions," he says. At the top of that list, Singh notes, is the ability to manage stores wherever he may be. "Even though I am in, say, India on vacation, I can do payroll from there," he says.



Another advantage is employees have fantastic self-service access, so they can view their pay information, schedules, and time off balances on ADP's mobile app.

"There are many benefits to using ADP," he says. "I absolutely recommend ADP to any business owner. The cost is very competitive, and the services they provide deliver a true 'one-stop shop.'"

Plus, with ADP, payroll is processed on time through direct deposit. Also, if employees don't have a bank account, there are debit card options or, if they need to access a pay stub, the ADP mobile app will give them instant access to them.

Singh cites several other ADP advantages, including outstanding, highly responsive customer service, cutting edge technology, built-in help on tax and other compliance matters, and a return on investment that helps meet a franchisee's needs and expectations.

"As a franchisee, we are absolutely receiving true value," he says. "I will definitely stick with ADP. You may find someone offering lower costs, but the added benefits ADP delivers, others just can't match."

ADP's adaptability: meeting franchisee needs, regardless of size



Like Raj Singh, **Sukhi Sandhu** also is a seasoned 21-year veteran with 7-Eleven, but Sandhu's tenure is strictly as a franchisee. He says what truly sets ADP apart from competition is that its comprehensive payroll and HR solutions can work for any business - size is a non-issue.

"ADP is always innovating and putting technology to use. I think that's very helpful, and a critical reason why everyone should use ADP."

Sukhi Sandhu
Franchisee



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David Harper
Franchisee



“It can be employees of five people or 5,000. For ADP, it’s the ability to offer a solution that works for me,” says Sandhu, who serves on multiple 7-Eleven corporate committees and belongs to the National Coalition of Associations of 7-Eleven Franchisees as a board member. *“For me, ADP’s ability to adapt to any customer makes them unique.”*

Sandhu also echoes that the ADP technology is spot on.

“What we love the most is that employees, by using the ADP mobile app, are able to access their pay information and all that type of employee personal data,” he says. *“ADP is always innovating and putting technology to use. I think that’s very helpful, and a critical reason why everyone should use ADP.”*

Strictly in terms of business expansion, Sandhu says ADP offers the ability to just keep adding on more units, without having to worry about looking at something else regarding payroll and/or HR.

“ADP has been great,” he says. *“Their customer service is fantastic. You call, right away they’re listening. Within a few minutes, you’re able to contact them and get HR help. They offer multiple products, and I’m really thankful for the connection with ADP.”*

His advice for any franchisee, or any employer for that matter, is simple: take a test drive.

“All I would tell them is try it; try ADP for 30 days,” he says. *“I guarantee you won’t go anywhere else.”*



7-Eleven veteran approves of ADP’s efforts and results



David Harper has devoted 45 years to the 7-Eleven franchise. As franchisees, Harper and his wife have managed two 7-Eleven stores in Colorado Springs, CO for the past 16 years. Prior to that, Harper worked at 7-Eleven corporate for 29 years. It’s hard to imagine anyone can offer the perspective, or experience, Harper brings to the table.

“ADP stands out for several reasons,” Harper says. *“Customer service is great. Not every company always gets everything perfect. However, if ADP doesn’t have an answer for you, they get one for you right away.”*





"They're so willing to help; they have resources available for each particular state, because each state has different mandates and laws and ADP helps navigate them," he adds.

Harper says that by moving to ADP his stores are doing better with payroll, mainly operating at a more accurate, quicker pace. Plus, as with the other two franchisees mentioned in this article, Harper loves that ability to manage payroll on the go.

"That part's been great, and ADP was extremely helpful during COVID and setting up all the new reports and guidelines," he says.

As for technology, Harper admits he's "not good with the computers," so it's excellent that ADP provides the necessary tools and apps to help him run his business and payroll successfully.

"The employees at ADP, they genuinely care for you and work with you," he says. "We are so thankful 7-Eleven could support us in finding the right payroll provider for us. I'm very excited about that."

"All I would tell them is try it; try ADP for 30 days, I guarantee you won't go anywhere else."

Sukhi Sandhu
Franchisee



Learn more about ADP's solutions for franchises at adp.com/franchise



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