



Going beyond payroll with ADP® Comprehensive Services

Quick facts

-  **Name:** IMI Americas Inc.
-  **Industry:** Manufacturing and engineering
-  **Established:** 1981
-  **Employees:** 2,000
-  **Headquarters:** Littleton, Colorado
-  **Website:** imiplc.com

Business challenge: Manual processes were creating a heavy burden for the payroll and HR teams. Additionally, IMI wanted to create a more seamless onboarding experience to reduce turnover and attract and retain top talent.

How ADP® helped: With ADP Comprehensive Services, IMI was able to streamline many of their payroll and HR processes, helping to improve internal efficiencies. Currently, ADP is working with them to ramp up their recruiting and onboarding processes to help meet their retention goals.

IMI Americas Inc. is a manufacturing and engineering company focused on finding top talent to take on the world's toughest engineering challenges. Since IMI has goals to expand through acquisitions and is focused on retaining their top talent, improving efficiencies for payroll and HR practitioners became a critical piece of the puzzle. We recently spoke to Jan Clewell, director of payroll, and Judy Stefanski, payroll supervisor, about their experience with ADP and how ADP Comprehensive Services helps them simplify day-to-day tasks and gives them the ability to strategically focus on their goals with the use of powerful data and analytics.

More than just a payroll system

Jan: Once we moved onto ADP Workforce Now®, a self-service platform, we were finally able to give employees more control. They can log in and see their pay statements, change their address and make their withholding changes. That takes a lot of the monotonous work off our plate and off HR's plates. And it puts people more in control of their own information, which is what they want.

The ADP Mobile App is also a great tool. It gives the managers the ability to manage their timecards on the go — they don't have to be on a laptop somewhere trying to get on the network. It's very convenient, and ADP keeps developing it so you can do more and more with the app.

ADP is truly a human capital management system and not just a payroll system. With the expansion of analytics, we are able to extract and share so much data with our HR partners. We're starting to use the recruitment modules, so now they can run reports and understand more about the cost of their recruitment functions and the cost to hire. Recruiting has been at the top of everyone's list, so having all this data is key in helping us overcome turnover issues and whatnot. We really see the value in making sure our HR team sees the great information they can get out of this system, and the quarterly meetings we have with our account manager have been instrumental in helping us make good use of all the data.



I've worked with ADP for a long time. I have always referred ADP. I don't refer any other payroll company. I do believe in my heart that ADP is **the** payroll company out there. And really the only one to use. I'm a very strong believer and a very true client.

Judy Stefanski
Payroll Supervisor



Improved efficiencies with managed services

Jan: IMI has made a number of different acquisitions over the years. In 2008, there were a few sites using timeclocks, a lot of sites were using timesheets, people writing on timecards and some sites didn't have timecards. It was just really helter-skelter. So when we moved over to ADP eTIME® as our timekeeping system, not only did it streamline things for Judy to get the time records done in a more efficient way, it also created all these opportunities for real-time overtime reports that could literally be run the same day to get more information out to the sites. It also gave us a better system for tracking people on leave, helping ensure that we're lowering the risk on the timekeeping side by getting our calculations right and helping people receive their full entitlement with all the different state laws.

Judy: Before outsourcing, so many things relied on me. I created my own batches. I did everything myself — garnishments, manual checks, you name it! When it was decided that we were going to move to ADP Comprehensive Services, I really had mixed emotions at that time because I worried about losing control over things. But looking back on it now, we are all just so grateful that we did it. It has benefited us in so many ways. I don't have to handle all the garnishments and all the answers. We have a team dedicated for that.

And I have to say, we have the most amazing service team. Gerard and Jessica, our client service reps, are the best team we've had on our account since we've been with ADP Comprehensive Services. Gerard is absolutely incredible. I think he's really been the one to make the difference and make us understand how important the solution is and how much value a company can get from it. Kudos to them! Without them, I don't think we would be in the shape that we're in.

ADP service team dedicated to client success

Jan: Commensurately, ADP has been receptive and made changes where changes needed to be made. It hasn't always been perfect, but the important thing is that they listened to us and we got to where we are now, which is really working for us.

The service team is critical. You have people looking out for you and being there to help you with projects. We just went through a project where we wanted to merge different FEINs (Federal Employer Identification Number) where the state laws would allow it. I can't imagine trying to do something like that without the service team. We're constantly calling on them to attend meetings with us, to explain things or to help us strategize and project plan things that need to get done. It's good that we can accomplish these things in tandem with the service team. I think it would be much, much harder without them.

Judy: Gerard, from ADP, has really been the one who turned this account around. There's not a call that I attend that doesn't have Gerard on the line because whatever I'm doing, my service team is involved. Keeping Gerard and Jessica in the loop on everything makes it more successful.

Gerard also works so well with our boss. He explains things so thoroughly to him and really takes the time to help him solve whatever issue it is that he has or come to the best resolution.



There are metrics for everything — retaining and growing top performers, cost of turnover, pay equity. With ADP DataCloud all of that different information is available at the push of a button. You don't have to be an expert at anything. This is so easy to use.

Jan Clewell
Director of Payroll

Easy-to-use data and analytics

Jan: From just one page I can see the average retirement age, average tenure, average earnings, controllable overtime — things like that. It's important information that we didn't have at our fingertips just a little over a year ago. It wasn't anywhere near this good.

The storyboards are so impactful. I think the recruitment dashboards are going to really make a huge difference because there's so much data in recruitment.

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Improving the recruitment and onboarding experience

Jan: We're looking forward to making the onboarding process more seamless for all involved. We want the visibility of the workload from the onboarding perspective and we want to improve the onboarding experience for employees. With ADP we have the ability to modify it, to customize it, to make sure they are getting all their tasks done. In making their experience better, we hope it will help them feel like they know where to go to get their questions answered. That's especially helpful today with people onboarding from different states without having met us in person. With onboarding, we now can make it a seamless and friendlier experience. Hopefully that will help in the long run with employee satisfaction and retention.

One of our main goals is to have happier, more engaged people. Lowering turnover would also be great. The first three to six months are so important for an employee and the impression that they form of the company. Having employees leave after less than two years is a big loss. You invest all that time and effort and then they leave. That's a company killer.

Why ADP?

Jan: We believe in the product. We want people to know that it's worth the investment. I make myself available to do references because I think it's important to talk about it with others who are considering ADP.

Judy: I think that the ADP customer interaction is very valuable. Being able to talk to someone who has already gone through it is so helpful. That collaboration between customers is great for gaining insights. I may have something that they don't have, and they could have an insight that I don't have. Suddenly, a light bulb is turned on and you're saying, "Gosh, why didn't I think of that?"

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