



IT consultants take control of their data

BNL Consulting helps all kinds of companies get the most value out of their analytics platforms. Whether it's a web application or a custom user interface, BNL offers solutions that render large, complicated data sets useable to employees in the field.

We were seeing too many mistakes

We're a technology company. That's where we are comfortable. But with Paychex, we would provide them the data, and somebody on their side would actually execute the payroll. And we were seeing too many mistakes and surprises, which is not what you want with payroll. So, we decided it would be better for us to take ownership of the process.

We were considering going with a small, local shop, but having officers in multiple states made that unrealistic. We ultimately decided that what we needed most was a strong set of web applications that would allow us to run everything online. With the toolkit that ADP provided, we felt like we could do the data entry and then actually review the results and feel confident about execution.

Everything is simple and self-explanatory

With RUN, you can create your own reports. There are a lot of built-in reports that are readily available, but there are also ones you can customize. If our operations manager wants to get a list of everyone's birthdays, or everyone's start date, it's easy to do. Everything in there is pretty simple and self-explanatory.

We also knew that anytime we had a problem or a question, we could pick up the phone and call ADP — What do you do in this situation? What's going on with Maryland's new tax? How does that affect us? — and there would be people who could help us.

Michael Arnett
Chief Operations Officer



Quick facts

-  **Company:** BNL Consulting
-  **Headquarters:** Rockville, MD
-  **Industry:** IT Professional Services
-  **Established:** 2007
-  **Employees:** 15
-  **Locations:** 3
-  **Website:** BNLConsulting.com

Business Challenge: Working with Paychex resulted in too many payroll errors and not enough access to BNL's own data.

How ADP Helped: RUN Powered by ADP® gives small businesses complete control over their own payroll and the ability to easily generate custom reports.



They provide a lot of training

Our operations manager uses HR Helpdesk frequently, and she's very satisfied with it. Questions about anything from laying someone off to hiring to making sure that we're in compliance with the law. We also use ADP for our employee handbook. Anytime there's a new law, it just pops up and we can put it in. There's a lot that goes into that, and they're very helpful.

We work with a lot of remote contractors for a company of our size, so there are occasionally questions on how to do things. We have an accountant, but even she will say, "Let's make sure we check with ADP on how to do this" or "Let's just make sure we're following the process that they would recommend." That's a big benefit.

Customer service has been really great and very responsive.

Our operations manager had to call the payroll helpdesk on a holiday. She ran payroll too early once and panicked, and they were there to help her. The customer service with ADP has always been really, really great and very responsive.

We've been very pleased with ADP for payroll, HR and their other services. If we were starting a new business tomorrow, we'd definitely go with ADP.

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I'm working to have a positive impact on my own life as well as on the lives of those I work with, my family and the world around us as a whole.

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