



Creating process improvements with ADP® Professional Services

As a fast-growing company, Center for Diagnostic Imaging (CDI) discovered firsthand that as their headcount increased, so did their need for efficiencies. With 122 clinic locations across the United States and ongoing mergers and acquisitions, their HR team knew they had to be as nimble as possible to accommodate and keep up with the company's growth. We spoke with Jessica Larson, senior vice president of human resources, to learn why they chose to partner with ADP Professional Services (available to ADP Workforce Now clients of any size) to help streamline their processes and create a more efficient path as they move forward.

On the challenges of a growing organization

Over the last two years, we have grown quite a bit through merger and acquisition. I don't get a new HR person every time we add 10 employees, so we had to figure out a way to support that growth without adding additional overhead.

Additionally, we have a number of manual processes, because it's just the way we've done it from the beginning. As the demands on my team grow, I'm always looking to get rid of these manual tasks, because they're not value add.


On partnering with ADP Professional Services


We've been using ADP for seven years, and since we went live with ADP Workforce Now, there have been 17 upgrades to the system. We really wanted to figure out a way to see if we were using it most efficiently and what else we should be taking advantage of that we may not know about.


Jessica Larson
Senior Vice President
of Human Resources




Quick facts

 **Company:** Center for Diagnostic Imaging (CDI)

 **Headquarters:** Minneapolis, Minnesota

 **Industry:** Health Care

 **Employees:** 2,200

 **Product:** ADP Workforce Now®

Learn more about Center for Diagnostic Imaging (CDI) at mycdi.com



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I spoke with my executive relationship manager who suggested Professional Services to help us figure out the best way for my team to maximize the system, use it to become the most efficient in what we do and provide the best product for our employees.

On how the process works

ADP Professional Services was the right group to partner with because they know the system inside and out — every nook and cranny of every module that's available.

We were assigned a representative to work with us, who put together a very detailed agenda. The week before she came on site, we had a prep call just to confirm we're all on the same page and what we would be covering. Because of this, we were all very prepared to maximize the time for the two-day session.

Our representative came on site and spent 16 hours with us at our office. We worked side by side going step by step through our live database, looking at our setup and options. She was able to make recommendations and ask us questions like, "Why do you do it this way? Have you thought about using this instead?" It was really helpful, and gave us a lot to think about. That hands-on experience was so valuable.

On creating new efficiencies and solutions

We ended up with five pages of things and changes to consider, but had a couple of small things we could tackle immediately. For example, we have a company car program which allows our new sales reps to order a company car. Purchasing manages this program, but our HR team used to handle all of the paperwork. We learned during our time with Professional Services that we can give purchasing limited access to our system, so they can manage the whole process and there doesn't need to be HR intervention.

Also, we had a manual process in place in which we were sending emails around whenever we had to order a company credit card for a new employee. Our Professional Services representative suggested we add a quick checkbox on the employee profile page that said "order credit card," and then set up a report that auto-emails me every Friday. So rather than emails flying around, the system now automatically tells me to order a credit card and then I just forward the report to accounts payable.

Those were two very basic things, but we didn't realize we could be doing them more efficiently until we had somebody else ask the question of, "Okay, you've been doing it this way for seven years, why?" So, those were quick wins.

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On ROI and team feedback

Going into the engagement with Professional Services, my team had some hesitancy and questioned whether or not we'd actually receive value out of the experience. But once completed, my team came to me and said that it was great, and they're excited about the opportunities that we have to change how we're doing things. They really found value in the time spent with the individual who was with us, and did not have any regrets about giving up two full days just to talk about ADP Workforce Now.

Spending that time with Professional Services has energized my team. Everybody is more open to doing things differently because we have more knowledge about the true power that the system has, and they see how it can take some of the manual burden off them. By putting these new processes into place, we'll lighten some of the workload and it will give the team more time to do those value-add items to help our employees, which is really where they get the enjoyment in their role. What ADP was able to provide for us has been really motivating.

On recommending Professional Services

I would definitely engage with Professional Services again and tell other people about it as well, because it's a great resource available to clients. They can help you identify and solve problems you may not even know you have. There's a cost for it, but it's definitely worth it. It'll be one of my first thoughts as we move forward in our relationship with ADP if we need help in a particular area.

#workingfor

I'm working for the enjoyment that I receive in my role. I enjoy being part of a company that's giving back to the community. Our tagline is "we provide answers," and I do that for our employees. I'm fortunate in terms of the company that I work for, the role that I have and then the things that I'm able to do with my family.

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