Creating efficiencies with ADP Mobile

As a nonprofit that focuses on providing a positive aging experience for its greater Bay Area communities, the team at Covia was on a mission to help their employees spend more time and resources focused on their residents, not on manual, paper-based processes. And with a diverse, on-the-go workforce, they knew they needed an easy-to-use yet technologically advanced mobile platform to help them achieve this goal. Discover how partnering with ADP® helped them create efficiencies, save time and costs and help their staff focus more on what matters by using the ADP mobile app and self-service capabilities.

The challenge of semi-centralized HR

We have 12 locations through the greater Bay Area, and we have an HR manager or director at each one. The core functions of HR are run through our headquarters, so we develop policy and procedure and then deploy it out to the local HR folks, who are responsible for carrying it through with their workforce. It was a big challenge for us to figure out how to get information out to everyone in a timely manner, so getting a mobile solution became very important to us because we don't have any other way of reaching every single one of our employees.

We chose ADP to help us with this and other challenges. Not only did we get a great, robust HR database and payroll processing, but we also got a technology company as a partner.

A diverse, on-the-go workforce

We have a diverse population comprised of at least 12 different languages; ensuring everyone is receiving information in their preferred language is very important, which makes it very difficult to deploy HR practices and policies.

Prab Brinton
Vice President of
Human Resources

Quick facts

Company: Covia

Headquarters: Walnut Creek, California

Industry: Nonprofit

Employees: 1,200

Product: ADP Vantage HCM®

Learn more about Covia at covia.org

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If we had to do it all via paper, I'd have to have something as simple as an address change form translated in every single one of those languages. With ADP Mobile, our employees can easily change the ADP app into their preferred language, making it really, really easy for us to capture employee changes and communicate with all employees.

Also, our workforce is never sitting at a desk — they're constantly moving throughout our communities, which range from high-rise buildings to 30-acre campuses. Over 80 percent of our employees don't have a desktop, and they're not walking around with a laptop — they're there doing what we want and need them to do — interacting with and serving our residents. ADP Mobile has allowed the HR staff to be more strategic and spend more time practicing their profession.

Using the ADP mobile app

MyADP is an easy product, and the mobile app is super simple. We took it upon ourselves to host a one-on-one training with our employees, and we were very excited to find that everybody showed up with the app on their phone and already knew how to log in. Once we showed them how to use the app, their quick adoption was very exciting for us. We went from being a paper-intensive to a paper-free HR function very quickly! The training session was probably one of the single most important things for our continued high adoption rate — they were very appreciative that we took the time to show them how to use the tool.

With ADP Mobile, our employees have gone from being able to do nothing electronically to being able to do almost everything electronically. They can now check their address, dependent status, beneficiary status, timecards, pay statements, Forms W-2 and more — all right there at their fingertips — which was something that they were not able to do before. Our employees love ADP Mobile — we currently have a 75-percent adoption rate and a 4.75 satisfaction rating for the app.

Creating efficiencies with self-service

For having a workforce that isn't tech-savvy, MyADP has allowed them to communicate electronically with their supervisor because there's a built-in email portion. As long as they have their own personal email account, they can go directly into the app, write a note to their supervisor and send it. So, for our employee population that doesn't have an assigned work email address, we now have a better way of communicating with them.

And with ADP, our managers now have insight into their workforce, because everything's at their fingertips. They can log in and see all of their team's PTO, schedules and overtime, and do it all on the go. They are now more responsible for their workforce, and they have the tools to make better decisions and have better conversations, both with their employees and with their own management team. ADP self-service features save them over 1,400 hours every year, which is a huge time savings.

Before ADP, we were 100 percent paper-driven, and with ADP, we are 90 percent paperless, which has helped us save over 3,300 hours and $110,000 a year.

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Saving paper, time and costs with automation

When I joined this organization, the thing that practically killed me was the amount of paper we used, and the amount of times we would touch the same piece of paper to accomplish one simple task. I knew we had to automate as much as we could, because from an HR point of view, we weren't able to provide the service that we should to our employees. We developed a motto — "people, not paper" — which has now resonated throughout the organization. Before ADP, we were 100 percent paper-driven, and with ADP, we are 90 percent paperless, which has helped us save over 3,300 hours and $110,000 a year.

How ADP self-service affects the onboarding process

With ADP self-service, our employees can complete 90 percent of their paperwork before they report to work on their first day, allowing them to focus on learning their job and experience what it's like to work at Covia. We're now able to engage them from the minute they walk in the door, because there's nothing less engaging than sitting down on your first day of work and having to fill out a stack of papers. That's not meaningful to them or to us. We are excited we've been able to completely change that with ADP.

Before we implemented ADP, our new hire turnover was around 56 percent, and I attribute that to having a paper-intensive process — there was no engagement from day one. By automating that process through ADP Onboarding and self-service, we are able to focus on employee engagement and retention — allowing us to reduce our first-year turnover by 26 percent.

Moving forward with ADP

Partnering with ADP has allowed me to show leadership the impact that HR has on the organization. And as an organization, we're not able to move forward if the technology we use doesn't continue to move forward. With ADP, we have a partner who is committed to progressing technologically, so we know that we're going to always get state-of-the-art solutions for our employees. Their technology is always on the cutting edge and leading the pack within the HR realm.

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