Optimizing processes with ADP® Professional Services

Quick facts

Company: Covia

Industry: Nonprofit

Employees: 1,200

Headquarters: Walnut Creek, California

Product: ADP® Professional Services

Learn more about Covia at covia.org

Prab Brinton
Vice President of Human Resources

Shannon Peacock
HR Business Partner

As a nonprofit that focuses on providing a positive aging experience for its greater Bay Area communities, the team at Covia wanted to help their employees spend more time and resources focused on their mission, not on manual, paper-based processes. Discover how partnering with ADP® and utilizing services from ADP Professional Services helped them automate and optimize their data and reporting so that they could better understand their workforce and make more strategic decisions.

The challenges of manual reporting and how ADP helped

Prab: Before we had ADP, the COO asked me if I could run a turnover report for him by different categories, like department and position. I told him I could, but I'd need a week to get through and compile the information first because I couldn't run one concise report — I had to run a multitude of different reports, analyze them and then capture them all in Excel before I could share a simple turnover report. There was also the possibility that when I gathered the information, it wouldn't have been accurate. It was all captured on paper, by one person, then data entered into our system, by another person. Sometimes not all the information would be written down about why or when an employee left.

Now that we use ADP, we know that we're getting current and accurate information that helps us make better, more informed decisions in a nimbler way. We can't create a better work environment for our workforce without having current information, so that's huge for us. We didn't have that before. ▶

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Shannon: One of the challenges we faced was that we had all this data, but we couldn't actually see it or pull it out, so we couldn't make it actionable. Now that we partnered with ADP, we're able to get the information and then develop a plan to address what we're trying to accomplish. And as we take steps to implement that plan, we can continue to make changes organically and drive our organization forward, which is really our goal.

Diving deeper into data with ADP Professional Services

Shannon: We started working with ADP Professional Services to hone our data and build our leadership dashboards through data analytics. The goal was to identify what story we're trying to tell and what information is important for our leadership teams at their different levels.

The knowledge and expertise of our advisor, David, really helped us identify where we needed to fix our data to bring it more in line with what we're trying to show. He helped us adjust our categories and add consistencies so that our data would actually show what we were trying to see. Now, we're building those dashboards for our executive team, our directors' teams, our management teams and our HR teams so that the decisions we make on an everyday basis can be grounded in actual data and information. We found that we could get some of it on our own, but we couldn't capture everything, and we needed help from ADP Professional Services and the product team to get us there.

Prab: Before ADP, I felt like we were always flying a little bit blind. We were looking up data and trying to find resources and benchmarks — with the amount of time that took us, the world outside had already moved along. With ADP Professional Services, we were able to leverage best practices and industry trends. We view them as trusted advisors — they provide us insight into a variety of industries and different practices, insight we didn't have nor did we have the time to research. They already did the leg work, serving up the information to us so that we could then make it actionable on our side.

Moving forward

Shannon: We now have visibility into our data. We can see it from all levels, whether it's an employee, manager, HR or our expanded leadership teams. Our conversations have changed — they are more meaningful and strategic because everybody has the information, and that really helps us move forward. We wanted to be able to pull actionable data that was going to help us get ahead of the curve so that instead of being reactive, we can be proactive. ADP Professional Services has been key in helping us get there.

Prab: ADP helps us be better leaders within our organization because they're able to take our data and help us understand and create a story around it. They help us paint the picture that we can then take to our leadership team and say, this is what's going on within our organization.

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