Removing taxing payroll tasks for AGOC's 14 brands

Quick facts

Name: Armstrong Group of Companies (AGOC)

Payroll System: Workday HCM

Industry: Cable/Internet/Telephone, Security/Monitoring, Manufacturing

Established: 1946

Employees: ~2,600

Locations: Locations in 38 states

Headquarters: Butler, Pennsylvania

Product: ADP SmartCompliance® Employment Tax

Website: agoc.com

Business challenge: Ensuring that payroll taxes for 2,600+ employees are paid to federal entities, 38 states and all local jurisdictions on a timely basis is labor intensive and requires keeping up with all the ever-changing tax laws.

How ADP helped: ADP SmartCompliance® Employment Tax acts as the fourth payroll person for AGOC's lean team of three, reducing time spent on a challenging and time-consuming function.

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Armstrong Group of Companies is comprised of 14 brands that occupy space in the telephone/cable/internet, security, real estate development, HVAC and plumbing, electronic manufacturing, and popsicle manufacturing industries.

Ginger Kummer and her staff of two payroll assistants handle payroll activities for AGOC's 2,600+ employees, including all wage garnishments, 401(k) loans and payroll taxes. When Ginger began her employment at AGOC five years ago, ADP SmartCompliance® Employment Tax was already in place at the company, integrated with their Workday® HCM solution.

We recently caught up with Ginger to talk about her experience with this ADP payroll tax compliance solution.

Sending agency notices through an intuitive interface

I absolutely love the ADP SmartCompliance user interface. It's easy to navigate. I can always find what I'm looking for because it's intuitive and everything makes sense. I can upload any agency notice that I receive to the portal, and ADP takes care of it. ADP reaches out to the agency and completes any research that may be required, and I generally don't have to do a single thing. We save so much time by not having to do much of the research required to resolve any issues.

No hassle W-2s save time and money

We process over 3,500 W-2s each year because of new hires, terminations and current staff. If we had to complete all of these W-2s in-house, it would be extraordinarily time-consuming, not to mention the cost involved. So that's a huge job that ADP takes off our plates.

We get an ADP W-2 report and a Workday W-2 report which we reconcile to each other as a system of checks and balances, so we ensure the two reports match. Employees have year-over-year access to their W-2s in Workday, and we no longer have to print, stuff and mail them. This results in huge cost and time savings for us as it would easily take my staff and me quite a few days to process them on our own, without being able to do our normal work.

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Ginger Kummer,
Payroll Supervisor
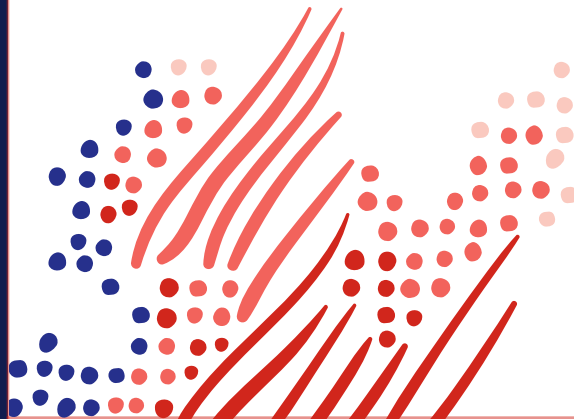Armstrong Group of Companies

Biggest bang for our buck

I would say the biggest impact of ADP SmartCompliance on our team is the time we save on tax filings and deposits. With over 38 states and many local jurisdictions, just keeping up with all the changes to legislation and updates to tax codes would be a nightmare for us! We are so grateful that ADP takes care of this for us.

Support when we need it

We get quite a few agency notices, which we upload to ADP, and resolution usually takes place in a lot less time than if we were handling it. I can track the status of all agency notices in the portal, so I know what's happening with them at any point in time. If there is an incorrect social security number, for example, we can just give ADP the correct info and they handle getting it to the agency.

An ADP ambassador and advocate

I love ADP. ADP is consistent, offering an engaging platform and amazing support that helps get the job done without very much intervention on my part. I can honestly say that ADP functions almost like a fourth full-time employee on my team!

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