








# Taking flight with managed services



**Tiana Lofberg**  
Payroll Automation Director

## Quick facts

-  **Company:** Envoy Air
-  **Headquarters:** Irving, TX
-  **Industry:** Airline/Travel
-  **Employees:** 20,000
-  **ADP products:** ADP® Comprehensive Outsourcing Services

Founded in 1998 as American Eagle Airlines, Inc., Envoy Air Inc. is a wholly owned subsidiary of American Airlines Group operating more than 160 aircraft on 800 daily flights to over 160 destinations. The company's more than 20,000 employees provide regional flight service to American Airlines under the American Eagle brand and livery and ground handling services for many American flights.

## Business challenges

- Short timeframe to stand up a payroll solution and department
- Ongoing ability to support a large employee base with limited payroll staff and in-house expertise
- Managing compliance of a largely union workforce in an ever-changing environment

**Envoy Air turned to ADP Comprehensive Outsourcing Services to quickly stand up a payroll solution and help establish its internal payroll department. They continue to partner with ADP to deliver timely and accurate payroll and manage the day-to-day complexities of compliance in a highly regulated industry.**

Prior to moving to ADP, Envoy Air's (Envoy) payroll for its 20,000 employees was managed by its parent company, but that service was being sunset. With short notice, Envoy had to find a solution to ensure its employees would be paid correctly and on-time. Unfortunately, Envoy did not have an in-house payroll team, nor did they have the knowledge to manage payroll. They already utilized ADP for tax services and ultimately chose ADP for its comprehensive outsourced payroll solution knowing it is the leading provider of payroll solutions with a global reach.

Tiana Lofberg, Payroll Automation Director, recalls, "Our legacy system was managed by our parent company, and internally we did not have the knowledge or the resources to stand up a full payroll department. Since we had our tax services through ADP, it made sense for us to use them for their managed payroll services."

## A smooth implementation for lift-off

The rollout of managed services happened in June of 2020 during COVID-19, thus requiring a fully remote implementation. Despite the inability for ADP and Envoy's teams to meet in person, the implementation went off without a hitch. In addition to establishing systems for payroll processing, ADP shared expertise and best practices to assist Envoy with setting up its own internal payroll department.



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Lofberg comments, "While we were standing up managed services with ADP, we were also standing up our own internal payroll department. Despite not having in-person interactions and meetings, the ADP team was great at helping us understand the processes, what gaps we needed to fill and what staff we needed to supplement. One of the benefits of partnering with managed payroll services and ADP has been time savings. The knowledge and expertise that they bring to the table enables us to really focus on the business side and be more strategic and flexible as we grow."

Employees have also had great feedback, especially on the MyADP portal, citing its modern design and ease of use. Lofberg comments, "Our legacy system was not a modern design, so we've stepped up back into the times with ADP. Our survey satisfaction with the payroll service center has also marked high every quarter and employees have had really positive comments."

### Compliantly reaching new altitudes

Ensuring compliance is a challenge for any business, but as an airline with a large union-based employee group, maintaining compliance can be especially challenging. Partnering with ADP enables Envoy to adapt quickly to new regulations and the flexibility to adjust to drastic fluctuations in staffing without additional headcount impact to the internal Envoy team. "Oftentimes we're faced with very quick turnaround timelines, sometimes as quick as a week, where we must have a change implemented into the payroll system to maintain compliance. Partnering with ADP allows us to be able to hit those target dates. They also provide us with ongoing communications on changing regulations to help us make sure that we stay in compliance," says Lofberg.

Given the state-by-state complexities of final wage payments, another way ADP assists Envoy in maintaining compliance is through Wisely® paycards. Wisely makes it easy for employers to issue off-cycle payments as in the case of terminations. "Wisely has been instrumental for us and particularly for final wages in our hot state locations. We utilize Wisely to maintain compliance and to have those final wages ready and available in those particular states," notes Lofberg.

### Partnership is all about the crew

Working through ongoing organizational and compliance changes requires continuous communication and collaboration. Together, the ADP and Envoy teams meet regularly to review current and future needs of the business. Given its small staff, Envoy often engages with ADP's project services team to address these needs before they become issues. "Project services has really been instrumental to our business. I've had great experiences with the consultants on the project services team; they've all been wonderful to work with. We are an airline, so we are changing all the time, and we normally have five to six projects open at any given time. I know that if we have a deadline and it may be tight, they will do everything in their power to get it turned around quickly." Lofberg goes on to summarize her partnership with ADP by saying, "ADP is really an extension of my team. We work together every single day. We understand each other and we do what's best for both of our teams to have a successful outcome."

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