



Digitizing a workforce with ADP Workforce Now and Professional Services



Dawn Ergle
Human Resources Generalist

Quick facts

 **Company:** Everence Services

 **Headquarters:**
Goshen, Indiana

 **Industry:** Financial Services

 **Employees:** 400

 **ADP Product(s):**
ADP Workforce Now®
ADP Professional Services

Everence Services is a faith-based credit union and financial services provider offering a variety of financial services to individuals, organizations, and congregations nationwide.

As part of a strategic review, Everence decided to fully digitize its HR and payroll structure. Fortunately, Human Resources Generalist Dawn Ergle had experience managing their existing payroll and HR system, ADP Workforce Now and recognized that, with some assistance, they could significantly expand the platform's capabilities. Dawn reached out to ADP's Professional Services team, marking the beginning of Everence's journey to payroll and HR optimization.

Business challenges

- Limited use of ADP Workforce Now's modules and lack of awareness of the full capabilities
- Return on investment (ROI) by fully digitizing and streamlining payroll and HR processes from start to finish was not being maximized.
- Need for a mechanism to empower employees to manage their own HR and payroll data

How ADP helped

By engaging ADP Professional Services, Dawn Ergle, company HR Generalist, brought in a team of ADP Workforce Now experts to assess Everence payroll and HR practices. And with a set of recommendations, tactics and training Everence's HRIS was optimized, and employees were equipped with the tools to manage their own HR information, ultimately improving data quality, reducing costs, and enhancing overall employee experience.

Engaging the experts for implementation and optimization

In Everence's move towards digitization, bringing in the ADP Professional Services team was a crucial first step to help them get more value from ADP Workforce Now. Dawn shares, "We were using just the tip of the iceberg of what we had with ADP. We wanted ADP to be our one source of truth so we could take an employee from recruitment to retirement and see their entire career lifecycle from one central place."

"I've enjoyed working with our ADP Professional Services team. Our ADP general professional has really dug in and been hands-on to find the gaps and where we can improve," she continues, "ADP Professional Services did a very extensive evaluation of what we had and what we weren't utilizing in ADP Workforce Now."



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Emphasizing the value of ADP Professional Services' assessment, Dawn shares, "ADP Professional Services know every ADP Workforce Now tip and trick, saving us time, money and effort. Since implementing their recommendations, processes have become more efficient which allows our HR team to spend more time on strategic tasks. Our leadership has really seen the value it has allowed us to add."

Payroll and streamlining processes

"Our payroll specialist has also been a gem—helping us put out fires and just making our service to our internal customers way more robust," Dawn continues, "But, I would say the biggest ROI we've seen in using ADP has been in streamlining our processes."

Before their Professional Services engagement, HR processes were manual and filled with workarounds. "We were relying on unnecessary workarounds. Once we learned about the various workflow paths and processes within ADP Workforce Now, everything became much quicker and more straightforward."

Empowering employees with a mobile app and more control

With ADP's support, Everence was able to offer employees the opportunity to complete open enrollment digitally, directly from their mobile app. Dawn shares, "The employees loved open enrollment in ADP. They enjoy the fact that they can get on their mobile app and make benefit choices themselves."

She continues, "Having everything available on the mobile app has been great. We have employees who contact me regularly saying, 'Well, where can I find my benefits? Where can I find my time off?' and I tell them, 'You can just go straight to your ADP mobile app!'"

Voice of the Employee, surveys, security of information

Everence has also enhanced its employee engagement strategies with the addition of ADP Workforce Now's Voice of the Employee module. This new tool has significantly improved how Everence gauges employee sentiment and fosters a culture where employees feel heard. Dawn says, "We're just getting our feet wet with Voice of the Employee, but we've started using broadcasts and surveys. We're especially excited about the reporting available through these surveys. Being able to capture some of those insights as we move forward is extremely helpful."

Previously, Everence used several disparate platforms to administer surveys, so accessing their survey results and insights in one place is a total game-changer. Additionally, keeping survey responses and employee data secure is a top priority for Everence, especially as a financial institution. Dawn shares, "Voice of the Employee is a great tool because we know that the information we receive is totally secure and confidential, which is not an assurance we've had with other platforms."

Looking to the future

Everence's engagement with ADP Professional Services and their use of the ADP Workforce Now as a central point for payroll and HR information is just the beginning. Dawn says, "ADP has allowed us to really come into the 21st century. And it has opened the door for us to do so much more."

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