




Golden Tree's recipe for HR and payroll success!



Hector Nevarez
Payroll Manager


Quick facts

 **Company:** Golden Tree Restaurants

 **Headquarters:** Richardson, Texas

 **Industry:** Quick Service Restaurants

 **Employees:** 1,000

 **Products:** ADP Workforce Now®, Wisely® by ADP, ADP SmartCompliance®

Headquartered in Richardson, Texas, Golden Tree Restaurants is a thriving restaurant group with nine subsidiary restaurant brands and franchises located all over the U.S. With a workforce spread across the country, Golden Tree struggled to efficiently manage their HR and payroll processes, which were largely manual and paper-based.

Business challenges

- Payroll process was lengthy and dependent on manual entry, creating an urgent need for modernization
- Paper-based processes necessitated a move toward a digital, paperless system, placing greater control in the hands of store managers
- No mechanism for employees to manage their HR and payroll information on their own or on the go

Golden Tree Restaurants turned to ADP Workforce Now® for a comprehensive solution to their HR and payroll challenges. Hector Nevarez, the company's payroll manager, has been at the forefront of navigating the transition, aiming to streamline Golden Tree's HR and payroll functions across the U.S. and empower their managers and employees with tools for success.

Chopping hours off of payroll

The initial challenge that Nevarez and his team set out to address was the length and complexity of their payroll process. "It was essential to streamline and simplify our payroll process, and rid ourselves of manual entry," Nevarez recalls.

The mission was clear: eliminate manual procedures, transition to a paperless environment and enhance data management capabilities, all with the goal of improving the company's ability to operate efficiently and scale easily across the country.

"ADP's tools have allowed us to refine our processes, improve our employee experience and shift our focus to strategy and growth," notes Nevarez. The implementation of a streamlined system for payroll processing and automated workflows for essential tasks like time-off, pay rate and promotion requests were the first steps.

And the change delivered results! Golden Tree successfully reduced payroll processing time from 24 hours to just four hours. With payroll previews built in, they are now able to proactively address 95% of potential issues before they impact payroll processing.



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Weatherproofing wages with Wisely

One of the pivotal moments in Golden Tree's transformation journey was addressing the challenge of ensuring timely payroll delivery — an issue exacerbated by unpredictable factors like inclement weather. Wisely by ADP® emerged as a solution, facilitating instant fund transfers to pay cards for employees who do not have traditional bank accounts or prefer using the card accounts.

This strategic move guaranteed that employees received their earnings promptly, while also underscoring Golden Tree's commitment to fostering financial literacy and independence within their team. And it wasn't a bad move for the company's bottom line either! Nevarez proudly shares, "We actually generated \$204,000 in cost savings by eliminating paper checks entirely."

Taking HR and payroll to-go

ADP's mobile self-service solution has been a real game-changer for Golden Tree employees, who are predominantly active on the restaurant floor rather than stationary at desks. Nevarez highlights the empowerment and autonomy it has granted employees, allowing them instant access to their personal data, pay statements and financial tools like Wisely cards directly from their mobile devices.

Discovering the secret ingredients: insights and compliance

Golden Tree's collaboration with ADP extends beyond their software solutions. The support and insights received from the ADP team have been instrumental in Golden Tree's success. "The partnership has been phenomenal! It's been a source of great support and innovative ideas for improving our processes," says Nevarez.

Additionally, Nevarez and his team rely on ADP SmartCompliance® to ensure they maintain compliance with all regulatory requirements in every state in which they process payroll. Nevarez shares, "The support you receive from the system — receiving notifications and red flags when you need to take care of something at risk — is seriously amazing!"

A recipe for future success

Golden Tree's story is more than a narrative of overcoming operational challenges; it's a blueprint for what's possible when a company, armed with vision and determination, leverages the right technology and support.

"We are incredibly proud and grateful for the role ADP has played in our journey, and it is our collective commitment to excellence that has truly allowed Golden Tree to thrive amidst challenges and re-imagine our employee experience." Nevarez concludes, "Our journey with ADP is far from over, but it's clear that this partnership has been a key ingredient in our recipe for success."

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—Hector Nevarez,
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