



# Streamlining operations with ADP TotalSource®

In 2020, Nickoli Neville, chief operating officer at CaloAesthetics Plastic Surgery Center/CaloSpa Rejuvenation Center, selected ADP as its HR service partner. The client came on board just as the COVID-19 pandemic escalated, and just a few days after being shut down by the state for quarantine. Here's how Nickoli utilizes ADP TotalSource to streamline its HR functions and help the organization grow.

## ADP helped us streamline our HR operations

CaloAesthetics Plastic Surgery Center has been in business for 24 years. We have two businesses, CaloAesthetics Plastic Surgery Center, which provides plastic surgery services, and CaloSpa Rejuvenation Center, which offers aesthetic treatments, day spa services and wellness therapies. I oversee the day-to-day operations of the entire organization, including a growing staff of 70 employees in three locations.

Given our varied operations and multiple locations, we were previously managing three separate payrolls and employee benefits. As a result, there were a lot of opportunities for us to streamline our payroll processes and obtain more accurate reporting — features that were available through ADP TotalSource.






## Cost savings and efficiencies

We previously had a separate payroll provider and HR provider that didn't mesh. In addition, we had a set allotment of hours with our HR provider that we were allowed to use per quarter. From a planning perspective, this was hard to manage because if we were under the hours there was no benefit, but if we were over there was an additional cost. With ADP TotalSource, we have unlimited hours and we utilize our HR business partner all the time. This makes it easy for our executive team and staff. I don't have the worry of exceeding our hours, and it's cheaper for us, so it's a win-win.

**Nickoli Neville**  
Chief Operating  
Officer



## Quick facts

-  **Company:** CaloAesthetics Plastic Surgery Center/CaloSpa Rejuvenation Center
-  **Headquarters:** Lexington, Kentucky
-  **Industry:** Health care
-  **Employees:** 70
-  **Locations:** Three
-  **Website:** caloaesthetics.com

**Business challenge:** The company previously had separate payroll and HR providers. The lack of integration and limited HR support led to expensive, time-consuming and inefficient processes.

**How ADP helps:** ADP TotalSource provides comprehensive HR support, including payroll, reporting, benchmarking, talent resources and more.



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## Offering more benefits and resources to support employees

A key factor in selecting ADP was its benefits offerings. As an independent business, we now have access to a broad spectrum of Fortune-500 benefits that our employees can choose from, customized based on their individual circumstances. With ADP, there are designated experts, whether it's benefits, payroll or HR, that we can speak with to support our employees. We didn't see this level of service from the other companies we considered.

## A trusted partner and tools for success

The relationship we have with our HR resource team is so important — it's like they're a part of our family. They're always available and quick to get back to us. They have the answers we need — it's a real step-up from what we previously had. ADP's reporting is also great. During executive meetings we can use ADP's dashboard to quickly show everything that's going on and run reports. I also use ADP's benchmarking a lot. We can benchmark our operations and job positions with others across the city, state and country. Posting job positions is another area where ADP supports us. This was another hurdle we had with our previous provider. We'd have to constantly follow-up with them, whereas ADP gives us the tools to do it ourselves if we'd like, or we can rely on our HR representative. It has streamlined the process so I'm not wasting a lot of my time.

## Technology at our fingertips

We didn't have the scheduling feature that we now have with ADP. My managers are able to put in their schedules online to be easily accessed. Our managers are now more efficient and I'm able to check schedules much quicker. Our employees love ADP's app, as they can check and approve their hours. This also allows us to quickly turn around our payroll. Our week ends on a Saturday and we can run payroll the following Wednesday. We have all types of pay structures — including hourly, salary and commission structures — its very complicated. It makes a huge difference having it all in the palm of your hand.

## Overcoming a challenging environment

When we began integrating ADP into our organization, not only were we dealing with the worldwide pandemic, but we were in the middle of building our third location. We had a short timeline to make a full integration with ADP and we pulled it off. At the point when we were shutting down, the team worked to prioritize and move things up, to make sure our payroll and employee benefits were successfully transitioned — we couldn't have been more grateful for this.

## A full-service HR partner

I've been with the organization three years. My executive team has come in to revamp a 24-year-old practice that was used to the old way of doing things. Having ADP as an advocate beside me and the resources to implement efficiencies were huge for us. The whole company was completely restructured from its foundation. We're now run like a corporation given the tools that ADP supplies.

Not having an internal HR person is a difficult thing, but with ADP it's not so difficult. Given the relationship and the support they provide, I would absolutely recommend ADP TotalSource. There's really no downside to it, especially from the financial side of things.

There's a huge savings, especially as we grow. Being able to have more streamlined processes, tools and support helps free up my time so I can strategize on other areas for the organization.

**Nickoli Neville**  
Chief Operating Officer



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