



Digitizing pays dividends: How Investar Bank streamlined HR with ADP® solutions

Tom Aldrich

Chief Human Resource Officer

Quick facts



Company: Investar Bank



Headquarters: Baton Rouge, LA



Industry: Financial Services



Employees: 350



ADP products:

ADP® Comprehensive Services

Investar Bank is a community bank with branches spread across three states: Louisiana, Texas, and Alabama. With 30 branches and over 350 employees, they pride themselves on being a relationship-based financial institution that provides personalized services to their local communities.

At the helm of their HR department is Chief Human Resources Officer, Tom Aldrich, who has been with Investar Bank for over 10 years. He oversees the HR department's operations, which include payroll, compensation, training, recruiting and benefits.

Business challenges

- Payroll and HR for employees across multiple states was marked by manual inputs and lack of uniformity on compliance related items
- Disparate systems made company data difficult to obtain and unreliable
- Lack of integration and system infrastructure limited company growth

Through partnership with ADP Comprehensive Services, Aldrich and the team at Investar Bank found the solutions they needed to leverage their company data, maximize efficiencies and digitize paper-bases-processes in exchange for quicker, more accurate organizational processes.

Maximizing time with technology and integration

With a small six-person team, Aldrich knows the value of spending less time on busy work and more time on initiatives that can help the company grow. Before their partnership with ADP, Aldrich says many of their processes were still done with pen and paper.

"The benefit we've gotten from transitioning our process to digital with ADP has been huge from a time-savings perspective," says Aldrich. "Now we get to spend more time with employees and participate in organizational development."

With all systems integrated on one platform, Aldrich saves so much time and manual work. "At the end of the day, the integrated technology makes everything better and easier for employees, managers and practitioners."



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Enhancing the employee experience

Employees now enjoy a more empowered experience through ADP's employee portal and mobile app. Instead of bringing their questions to Aldrich and his small team, they now utilize the mobile app and employee portal to access their information, having everything from pay stubs to timecards at their fingertips.

"We didn't have anything like a mobile app or employee portal for our employees with our last platform, so giving them access to their information on their own time has been so great."

Compliance solutions that come with peace of mind

The financial services industry is highly regulated, which is why Aldrich loves the compliance support ADP provides. With yearly reviews and audits from multiple regulatory bodies, the Investar team now has the peace of mind that ADP will help them maintain compliance.

"I can rest easy because I know with ADP's support, we are doing everything in a way that's compliant with all that laws and regulations that apply to us."

Bringing fresh energy to performance reviews

Investar Bank is now in the second year of utilizing ADP's performance management system to promote employee development and internal growth. Before, employees wrote goals on paper, and managers scrambled to collect the goal sheets and submit them to HR for tracking. Now, Aldrich says development tracking is much easier because everything is a few clicks away within one platform.

"I can assess employee growth so much more effectively because it's easy to review goals and how far along they are on achieving those goals at any given point in the year," says Aldrich.

Aldrich is confident that the performance management system has helped enhance the overall employee experience, which has, in turn, helped lower their turnover rate.

Looking to the future with succession planning

With the recent implementation of the succession planning module, Aldrich and his team feel better prepared to take on the future. While there are a plethora of headcount reports they rely on to keep them informed on current talent, new hires and turnover, they've recently begun thinking more about succession planning as some of their workforce nears retirement age.

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—Tom Aldrich,
Chief Human Resource Officer,
Investar Bank



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