



# The game-changing benefits of ADP Workforce Now®

*Light & Wonder is a global leader in game experiences. They create content, hardware and systems that connect iconic titles across any place or channel. By turning games into expansive entertainment, they keep thrilling players with characters and stories they can't get enough of. Christine Clark, Payroll Director for North America, shares how moving to ADP Workforce Now has been game-changing for Light & Wonder.*

## **ADP Workforce Now delivers more**

Before we moved to ADP Workforce Now, we were looking to move to Workday payroll because Workday is our system of record for HR. However, they kept delaying our start. Then the pandemic hit, and they delayed our start past the pandemic. We needed something that had functionality and features so that we could work smarter, not harder, so we looked at ADP Workforce Now.

While Workday payroll is very customizable, it's very cumbersome, and the client supports the product. You don't have the same level of support as you get with ADP®. I can't make a phone call and say, "Hey, I need you to set up this calculation. I need you to set up this earnings code for me." You must do everything in the system yourself and that is extremely time-consuming, and it involves a lot of additional training.

I pushed to move to ADP Workforce Now because I'm very familiar with the system. It's very user-friendly. The previews are so fast, and the functionality has just grown to where, why wouldn't you go with ADP Workforce Now? We added employment verification, full-service wage garnishments and single sign-on. So, we got more features, saved money and got more benefits for our employees. It was really a no-brainer.

**Christine Clark**  
Payroll Director  
for North America



## **Quick facts**

-  **Company:** Light & Wonder, Inc.
-  **Headquarters:** Las Vegas, Nevada
-  **Industry:** Gaming
-  **Employees:** 4,200 in U.S. and 5,000+ more globally
-  **Product:** ADP Workforce Now



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Another huge time-saver we experienced in moving to ADP Workforce Now is the improved preview speed. In other platforms, you could wait 20–30 minutes or more for a preview. In ADP Workforce Now, most of the time, you have it in 30 seconds or less, depending on the size of the payroll.

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Payroll Manager for North America

## Automated data bridge eliminates manual touchpoints

A huge benefit for us in using ADP Workforce Now within our HCM solution is the data bridge from Workday to ADP Workforce Now. The data bridge is automated and integrates with the system seamlessly, and everything is fed from our system of record, so we don't have any manual touchpoints in updating employee data. It even sends over the employee's state and their SUI, so my team no longer has to go in and manually update that for an employee. That's a time saver, and it ensures that we have the right state setup for each employee.

## ADP Workforce Now helps us maintain compliance

One of the things that ADP Workforce Now helped us discover about our internal processes was that my team wasn't necessarily interpreting garnishments correctly. With ADP Workforce Now and full-service WGPS, we ensure that we're 100 percent compliant with processing our garnishments for our employees.

## Having everything in one place saves us time

Moving to ADP Workforce Now has been a huge time saver for us. When you're moving from a system where you have to use dropdowns and then there are different tabs within every single screen, you have to know exactly where you're going in order to update something for an employee or make a change. In ADP Workforce Now, it's streamlined. You go to the employee; you go to their employment profile, and everything that you need is on that screen. This saves us a lot of time — time that my team can use for other things like answering employee questions and working on their other day-to-day tasks.

## Fast previews are game-changing

Another huge time-saver we experienced in moving to ADP Workforce Now is the improved preview speed. In other platforms, you could wait 20–30 minutes or more for a preview. In ADP Workforce Now, most of the time you have it in 30 seconds or less, depending on the size of the payroll. Our payroll team doesn't have to find something else to do for 30 minutes. Their preview is right there, and they can start reviewing it for changes. To me, this is a huge benefit of ADP Workforce Now.

The other piece that we found to be game-changing is the real-time verification option in the direct deposit functionality. With real-time verification, if an employee's bank participates, it verifies their account within seconds, so we have a lot fewer accounts going into pre-note, and employees get their direct deposit on their first payday.

It is a fantastic feature and again, it's great for the employees because if their bank participates, it's instant and it tells you. You get a little pop-up that says, "We verified your account. Your deposit is going to go into it on the next payday." If it doesn't, it notifies you that you're going to go into pre-note and that you could expect to have a live check next pay.



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My ADP client success executive is amazing. I absolutely adore her. We have the best relationship. If we have any kind of concern or issue that our service team can't address, she makes sure that she gets us an answer — a lot of times in less than 24 hours. She makes sure that we get what we need to be successful at what we do, and we don't have to spend time on payroll.

**Christine Clark**  
Payroll Manager for North America  
Light & Wonder, Inc.

## Improving the employee experience

With ADP Workforce Now and turning on single sign-on, the employee clicks one button and they're logged into the system. They can access their timecard, payslips and tax withholdings, all in one place. They don't even have to remember a password.

With the product being streamlined, it has reduced the number of questions that my team gets, as well. We have an internal ticketing tool where employees can submit for password resets and how to find their paystubs. That has almost stopped since we moved to ADP Workforce Now.

## Timely and accurate reporting capabilities

ADP Workforce Now has improved our employee data along with the data bridge feeding over from Workday, ensuring that everything is fed from our system of record. The reporting capabilities have greatly improved the data that we can provide back to our HR teams and our benefits teams, and it's so fast. You build a custom report and process it. It takes a couple of minutes, and everything that you need is right in your hands.

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## ADP is a real partner

My ADP client success executive is amazing. I absolutely adore her. We have the best relationship. If we have any kind of concern or issue that our service team can't address, she makes sure that she gets us an answer — a lot of times in less than 24 hours. She makes sure that we get what we need to be successful at what we do, and we don't have to spend time on payroll.

What I'm looking forward to with ADP Workforce Now in the future is the new product functionality that's coming out. ADP listens. They're innovating. They're bringing things to the table that we didn't necessarily know we needed. Now that we have it, it's changed the game for us.



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