



Payroll efficiencies lead to strategic focus

Quick facts

 **Name:** Leukemia and Lymphoma Society

 **Industry:** Nonprofit

 **Established:** 1949

 **Employees:** 1,000

 **Headquarters:** Rye Brook, New York

 **Website:** lls.org

Business challenge: Manual processes were creating a heavy burden for the payroll manager — the main payroll practitioner at LLS. The organization was looking for a way to alleviate that burden so that she could focus not only on other tasks, but on her own health.

How ADP® helped: With ADP® Comprehensive Outsourcing Services (COS), a managed services solution, LLS was able to streamline many of their payroll processes, helping to improve internal efficiencies and reduce the burden on the payroll manager. ADP's Enterprise eTime® solution along with the ADP® Mobile App better facilitated employees working from home during the global health crisis.

Leukemia and Lymphoma Society (LLS) is a nonprofit dedicated to creating a world without blood cancer. Founded in 1949, LLS currently employs around 1,000 people who are spread out across North America. Looking to relieve the stress of the small team handling all the payroll processes, LLS turned to ADP to find streamlined solutions and peace of mind. We recently spoke to JR Miller, CFO, and Liz Patterson, payroll manager, about their experience with ADP and how ADP COS helps them focus on areas that matter most.

Managing payroll complexities:

JR: Our payroll processes were very complex — we had to calculate everything manually in Excel and our timecards were being submitted via Excel. It was daunting to get everything compliant, correct and submitted timely.

Liz: Now with ADP COS, daily and per payroll tasks are delegated to our ADP team, which frees up my time and attention to other LLS matters and projects. I can rely on my ADP COS team for tax compliance, benefits assistance and wage garnishment management and it makes my day a lot less stressful.

ADP helps us streamline our payroll tax processes. Because we are managing our workforce from home and dealing with different state and local jurisdictions, ADP has really been helpful in making sure that we get everything done on time. Having ADP as a dedicated resource, only a phone call away, has been super helpful.

Streamlining to create better efficiencies:

JR: We've been able to streamline our processes with our HR business partners who can directly access the data that they need, when they need it, without putting added pressure or burden on our small payroll team. All the processes are standardized with written operating procedures and have reduced the number of payroll exceptions.



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Liz Patterson
Payroll Manager



Liz: ADP has been helpful in getting our wage garnishments effectively managed. And having ADP eTime support has been super helpful with getting everything upgraded to ADP Mobile. Having a paperless payroll format has really added extra value. During the pandemic, going paperless has been extremely helpful. ADP Mobile has also enabled our workforce to complete their payroll tasks and their timecards.

Making impactful change for employees:

JR: Partnering with a payroll outsourcing provider allowed us to not put too much pressure on Liz [Patterson]. Since she was the only person who knew our processes and procedures, we were in a proverbial position of if Liz were hit by a bus, we would be up a creek without a paddle. This added tremendous stress on Liz, and she could only take on so much that we asked her to do.

We knew there were areas of ADP that we wanted to utilize such as improving eTime, rolling out ADP Mobile and MyADP, but we could never fit it into the schedule. Relying on payroll outsourcing freed up some of Liz's time to work on more value-added projects, such as deploying these new services.

Liz: Partnering for payroll outsourcing has helped take the workload off my plate, making my day much more manageable. Having subject matter experts I can count on to help with over-payments or other applicable laws that could come into effect has been helpful in maintaining compliance — especially since LLS is spread across the country. Because I have this help, I can spend my time more effectively working on payroll tasks and implementing projects.

The perfect timing for mobile adoption:

JR: We launched ADP Mobile and MyADP in the beginning of January 2020. The timing was unbelievable, as our workforce transitioned to work from home in March and will continue to work from home throughout much of 2021. We have a young workforce that does everything on their phones. We have seen an amazing adoption rate of MyADP and ADP Mobile for time sheet completion and approvals as well as moving to paperless when distribution of paychecks became more difficult.

Liz: The ADP Mobile App has been a super helpful asset to our organization because not only do people complete their timecards on a more timely basis and get their approvals done, but they can also request time off, cancel their time off and submit an address change. Everything is so super functional for them. And because everybody is working from home across the country, it makes it much, much easier for them to just manage their whole profile in ADP.

A meaningful return on investment:

JR: My measurement of success went beyond dollars and cents for cost savings or ROI. It was about not burning out Liz, who had the responsibility of managing and processing payroll for employees in nearly all 50 states. Soon after we went live with outsourcing, Liz took a leave of absence. Payroll continued and we were able to keep it from becoming a mess until Liz was able to get back and take control once again.



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JR Miller
CFO



This is a business-critical function that must continue every week throughout the year, whether working in the office or working at home during a pandemic. We needed a partner like ADP to help us with business resiliency and business continuity to ensure payroll would get processed.

It was important for us to really care for our employees, to ensure that Liz would have that time to heal, to address her health concerns, and know that the job is getting done in the background.

Liz: Knowing I didn't have to worry about calls going to voicemail that would never get addressed or people not understanding what they were able to do in ADP Mobile, has been a huge relief and given me peace of mind.

A reliable client relationship manager in your corner:

JR: Our client success executive at ADP has been very involved with our organization, meeting with us regularly to make sure the service is operating smoothly, that we are addressing any issues that may arise and keeping us aware of changes that are on the horizon.

What impresses me the most about ADP's customer service is that they have documentation of prior calls of case numbers on things that are being worked on, and regardless of who is contacting them or following up about the particular item, they have the notes, the expertise and are able to escalate it within the various levels at ADP to ensure that the problem gets resolved and meets our expectations.

Liz: ADP's customer service is right there whenever we need them. Whether I contact them via phone, email or text message, they're there, even during weekends, evenings or holidays.

Looking ahead:

JR: There are always going to be areas that we need to work on as we determine how we are going to evolve as an organization with our workforce. Right now, we are determining what our remote workforce will look like in the years to come as we continue to adapt to the new normal that is coming at us quickly. I believe the workforce of the future is constantly adapting, and ADP will need to adapt as well. I look forward to working with them on what those next new features will look like and how they will optimize our workforce.

Liz: When it comes to expanding ADP, I would like to see continued involvement and evolution with time management solutions and MyADP for mobile. I would also like to see growth with unemployment claims management to ensure we keep up with compliance complexities as our workforce moves to different states or localities around the country. This pandemic has challenged everyone but having ADP right at our fingertips whenever we need them is very helpful as we navigate the future.



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Advice to peers:

JR: ADP has a strong product lineup and deep knowledge of the industry with a workforce that when tapped into can yield tremendous benefits to any customer. You just need to be willing to roll up your sleeves and partner with them to take payroll to that next level.

Liz: If you're thinking of implementing ADP, go for it! As far as I'm concerned, they're comprehensive, they're very helpful, able to guide you through the process as you need to, able to answer any questions you might have and their technology is at the forefront to help with all kinds of payroll facets. Things change daily, but ADP stays right on top of the tasks that you need to do to help manage your business.