



Small business success stories: "I switched to ADP® from our local payroll provider"

Hear from these small businesses what it was like working with a local payroll provider, and what it's like now that they switched to ADP:

"A local company came in with an incredible price ... but I got what I paid for"

We've never tried to do payroll in house, nor do I think we would want to. I do not have the time or the wherewithal to deal with payroll taxes and all that. We had been using ADP, but then a local company came in with an incredible price, so we switched. But the service was not great, so I got what I paid for, I guess. The biggest problem was access to my information. If there was an audit, I didn't have the tools I needed to go back and get those numbers. With ADP, it's all online, so I could just go in there and find what I needed quickly. We switched back to ADP, and the process went from taking me three hours to taking me about 20 minutes. And doing payroll takes five minutes. It's all plug-and-play — they've made it seamless.



Scott James, president, Bridgepoint of Louisville

"We had issues with the company we used prior with the taxes"

We were having some issues with the company we used prior with the taxes. They never really told us the correct amount we were supposed to be paying every week for taxes, so we would get bills in the mail for like \$5,000. So with ADP it's nice how it's taken out every week automatically. And we also like that we're able to get everything online as well, so we don't have to hound a company to try and get paystubs if we need them. We were with this company for over 20 years, so we just assumed this happened everywhere. But then an ADP rep talked to us, and we realized what was going on was not right. She assured us that ADP would help us prevent mistakes and stand behind their work. And she assured us that ADP would be there for us through all of it. And they have been.



Rebecca DiMatteo, owner, Child's Creative Development Center

Did you know?

9 out of 10 RUN Powered by ADP® customers say*:

- ✓ ADP has made their jobs easier
- ✓ ADP helps them stay compliant
- ✓ They prefer ADP over their previous payroll providers
- ✓ That switching to ADP was easy

3 out of 4 RUN customers say*:

- ✓ They spend 15 minutes or less running payroll through ADP

*Internal survey of 1,152 RUN Powered by ADP customers in 2020.

"We switched to a smaller payroll company, and there were problems"

I was still in college when my father started Bespoke Coach, and we had a woman who handled our payroll. After I came on board, she told us she was retiring, so we started to prepare to handle payroll and HR ourselves. This woman had always used ADP, but two years before she retired, she switched to some smaller payroll company, and there were problems. They withdrew our money for taxes but didn't actually send it to the IRS immediately. It was a whole issue. We knew we didn't want to have any problems like that. I compared ADP to Gusto and Paychex. In the end, the ADP brand and our history with the company won me over.



Sharon Mashal, product design engineer, Bespoke Coach

"[ADP's] got a great reputation and they really know what they are doing"

In our situation, we went from a very small company we were working with, and unfortunately the people that were running it defrauded us out of a lot of money and a lot of their other clients out of even more money than we lost. So my recommendation with RUN Powered by ADP is to remember it's run by ADP. And ADP is a big company — it's audited, it's reputable, it's got a great reputation and they really know what they are doing. If you make any changes, if you have people in different states or you have different business requirements, they make sure that they take care of those things and they follow up with you on things you need to do to make sure that all of your information is in the right place.



Arthur B., G2 reviewer
★★★★★

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Scott James, president,
Bridgepoint of Louisville

Whether you're looking to switch payroll providers or choosing one for the first time, join these happy clients — and nearly 700,000 other small businesses across the country — by choosing ADP for easy-to-use solutions and superior service and support.

"It turned out [our current provider] wasn't paying our taxes"

We were using a horrible company to run payroll. It turned out they weren't paying our taxes, and we ended up incurring a lot of penalties and fees. It's still causing a lot of trouble for us. We were looking for a new partner when an ADP representative just happened to call. We had thought that ADP was too big for us, the fees would be too much, and they wouldn't understand the plight of a small business.

With ADP, we have everything we need related to payroll at our fingertips. We can see all our information and run all our reports, and it's all up to date. It gives us peace of mind, especially after what we went through. ADP saves me time, and it saves me a lot of worry, which is worth a lot to a CEO. I know that professionals are taking care of my taxes and it's going to get done right. I appreciate that, because it's a terrible thing to have to worry about.



Roderic Buck, owner, ChemPack and Environmental

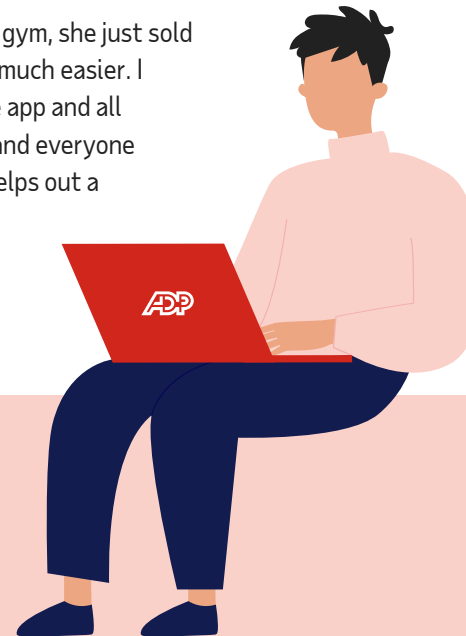
"I was doing payroll through a small, local provider, but the process was archaic"

When I first opened the gym, I was doing payroll through a small, local provider. It was a great rate — really cheap. But the process was archaic, and there were a lot of issues with people getting paid correctly. Every two weeks I had to send everyone's pay totals in an email to the company so they could process it. But sometimes they would forget, and I wouldn't know until one of my employees said something. "Hey, weren't we supposed to get paid yesterday?" or "Hey, you paid us the wrong amount." It was not a good system.

When the ADP representative came to visit the gym, she just sold me on the service. And ADP has made things so much easier. I can do payroll now in 10 minutes. I just open the app and all the pay totals are preset. I just have to hit "go" and everyone gets paid the right amount on the right day. It helps out a lot with the employee/owner relationship.



Chris Wade, founder, Nexus Fitness



To learn more, contact your local ADP representative or visit adp.com/smallbusiness.

