



Charting success: A smile-worthy HR transformation at Marquee Dental Partners

Dina Miller
Payroll Director

Quick facts

 **Company:** Marquee Dental Partners

 **Headquarters:** Brentwood, TN

 **Industry:** Healthcare

 **Employees:** 850+

 **ADP product:**
ADP® Comprehensive Services

Marquee Dental Partners is a dental service organization with nearly 30 brands in over 80 office locations across Kentucky, Tennessee, Arkansas, Alabama and Florida. Through its general dentistry and multi-specialty practices, Marquee offers its patients a broad range of services. It also provides its team members with opportunities to build a career they can be proud of.

Payroll director Dina Miller leads payroll at Marquee. She has led the charge to introduce and establish a comprehensive, efficient, reliable and unified payroll and HR system.

Business challenges

- Data transfer to a new provider was a daunting task, especially for an organization with 850-plus employees across multiple states
- Timekeeping, garnishments, general ledger and tax set-ups required custom configurations to eliminate manual inputs and ensure accuracy
- The struggle to find a solution that supported their organization's unique needs caused them to make multiple provider switches and cost them valuable time and money

By partnering with ADP® Comprehensive Services and their extensive implementation crew, Miller and the team at Marquee Dental Partners are well on their way to a holistic, error-free operation, which has already afforded them a new sense of ease and support as they begin taking advantage of all the efficiencies ADP has to offer.

Managing a project of massive size and scope

Moving an organization like Marquee Dental Partners onto a brand-new payroll and HR platform is no small undertaking. Between meeting set-up deadlines for multiple pay groups (each with different pay frequencies), importing employee profiles, pay information and more, the sheer volume of data required to make the first payrolls run correctly would be overwhelming to most. Miller and the ADP team knew the task would be significant, but it was an endeavor they were sure would pay dividends in the future.



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“The ADP team has moved us forward to a place where we can finally begin to realize the benefits of having a single system built on a solid foundation,” says Miller. “That foundation took a lot of hard work, time, effort, listening, strategizing, caring and resolve on the part of the ADP team.”

Laying the groundwork for payroll accuracy with timekeeping

Marquee Dental Partners is a unique company featuring 15 varied pay groups, including both bi-weekly and monthly payment schedules for salaried and hourly employees. So, being able to correctly clock hours and time worked is crucial to producing an accurate payroll. Implementing the ADP timekeeping system would address Marquee’s unique needs and unify timekeeping and payroll into one system so that hours flow automatically into payroll, reducing errors.

“Our timekeeping implementation manager still works with us today to help us make changes that will make our timekeeping process easier,” says Miller. “He and our payroll manager joined forces to ensure that our time captured in the time and attendance systems moves to the payroll system without glitches.”

Eliminating manual work and training managers

Miller knew Marquee would need the general ledger (GL) from the beginning because it makes reconciliations much easier on their accounting team. Their GL implementation team worked to capture every piece of needed information and eliminate the need for outside spreadsheets or manual inputs.

Wage and garnishment setup was another crucial part of the implementation process. “Our wage and garnishment representative was so patient with us as we looked for the right information and all the signed documents to provide her with,” says Miller. “They even trained us on how to use the service within ADP, so future setups should be easy.”

In addition to Miller’s payroll and HR team members, 85 office managers also needed access and training on how to properly utilize functions such as tracking employees’ time, approving PTO requests and more.

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Looking to the future with peace of mind

With the implementation of the major systems completed, the team is now working through planning for benefits enrollments and the 401k setup. With this being the second transition for Marquee in less than a year, Miller was understandably concerned about moving employee data from one 401k platform to another.

“Our 401k rep has given me so much confidence about implementing our new 401k plan,” says Miller. “I know the setup process will likely be messy, but I’m confident ADP will handle it with the great care and expertise we’ve experienced in all other areas of our setup.”

After Marquee’s first quarter with ADP, Miller shares, “The first quarter being so solid showed me that I can feel confident that with ADP, subsequent quarters will be filed properly and on time, and that our W-2s will be correct from here on out, unlike with our last platform.”

As Miller looks to the future, she’s excited to see how having everything on one platform will enhance the entire experience at Marquee for employees at all levels. “Uniting everything under one system will set Marquee apart as an organization,” says Miller. “I’m excited to see these solutions in place for many years to come.”

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