



A special home finds a helping hand

When Art Henn retired in 2017, his plan was to open a small home for special needs adults that his daughter, Nikki, would run. But Nikki got another job just as the business was about to open, so Art decided he would run the home with his wife, Lorraine. Two years in, with eight young employees and six full-time residents, he says it's the best, most fulfilling job he's ever had.

There was never any live help

I started this business when I retired in 2017. My whole life I've been in the service industry, so to me, service is the clincher. I was doing my payroll with another software service, and there was never any live help. If you had a problem, you had to speak to an online forum of people that you hoped had more knowledge than you did. That wasn't the "live" support I was expecting.

The branch manager at my local bank set me up to speak with an ADP representative, who was very personable and didn't try to sell me things I didn't need, which I liked. As a new business, I'd rather grow into something. And that's what she's allowed me to do. It's all about partnership.

They stayed on the line with me the whole time

I like ADP more than anything because of their service. We have different pay scales for different shifts, and I couldn't figure out how to add those on to the payroll. If I had to do that through our previous software service, I would have been there for days waiting for someone from the forum to email me back. But the ADP implementation specialist walked me through it. She even called me later to say, "How are things going? Do you need any help?" You really don't get that kind of service these days.

Art Henn
Co-founder



Quick facts

-  **Company:** Nikki's House
-  **Headquarters:** Port Saint Lucie, FL
-  **Industry:** Healthcare
-  **Established:** 2017
-  **Employees:** 8
-  **Locations:** 1

Business Challenge: A first-time business owner trying to run payroll with a software service that took too much time and had a lack of customer service support.

How ADP Helped: RUN Powered by ADP® (RUN) and service support has helped him master payroll and is always available when mistakes happen.



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There was another instance where I realized I hadn't done payroll correctly, but I had already gotten confirmation that it was being processed. I called ADP and said, "I made a mistake. Is it too late?" I was really sweating it. And they were like, "Oh, no no. We can still catch it." It would have been just as easy for them to say, "Sorry, it's already done." But they stayed on the line with me the whole time. I was able to redo my payroll, and they sent it out the same day, so nobody knew the difference. That was huge.

One of the best moves I ever made

The biggest time-saver for me is not having to write out the checks, and I can do payroll from anywhere. And what I really love is the promptness of the overnight delivery. People say overnight delivery and I'm like, "Okay, I've heard that before." But they've been right on the money. If I do payroll today, I can expect it to be here between 11:00 a.m. and 2:00 p.m. tomorrow. They also send the Forms-W2 at the end of the year. It's just one less step for me.

I knew nothing about workers' compensation. But ADP's affiliate, Automatic Data Processing Insurance Agency, Inc., (ADPIA®) worked with me and came back and said, "Hey, we've got this carrier, and this is what it will cost, and this is how it will work." I have a service that helps me calculate the amount I owe per payroll, which helps limit what I might owe at the end of the year. They made it really very easy.

Working with ADP is one of the best moves I ever made for my business. When you're running a small business, you need to look at the cost of delegating a task versus the cost of your time. What ADP gives me is more time to do other more important tasks, as well as peace of mind, and you can't put a price on that.

#workingfor

We're working for something bigger, to make a difference in people's lives, I believe we're doing that with our clients, their families and our employees. The tools and life lessons they learn here they can take with them when they leave. If you look at some of the people we work with, they can still smile with all the adversity that they have in their life. I think that helps to keep a realistic perspective on mine as well as my staff's lives. One of our goals is to teach our clients "life lessons." It's ironic that in the process they end up teaching us as well!

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