Making the most of drive time with ADP® Workforce Manager

Josh Jones
HRIS Manager

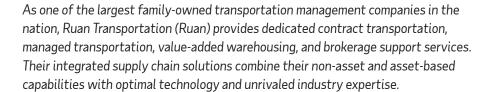## Quick facts

Company: Ruan Transportation

Headquarters: Des Moines, IA

Industry: Transportation/Logistics

Employees: 5,500

ADP products: ADP Workforce Manager

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As one of the largest family-owned transportation management companies in the nation, Ruan Transportation (Ruan) provides dedicated contract transportation, managed transportation, value-added warehousing, and brokerage support services. Their integrated supply chain solutions combine their non-asset and asset-based capabilities with optimal technology and unrivaled industry expertise.

Business challenges

- Correctly capturing time to ensure accurate pay

- Maintaining compliance between electronic driver logs and timekeeping systems

- Need to pull timely data for decision-making

ADP Workforce Manager enables Ruan to maintain compliance in capturing time for federally regulated driver logs while also ensuring accurate pay for its drivers. With a comprehensive ADP HCM ecosystem, Ruan is also able to provide valuable benefits to its employees, differentiating them as an employer of choice in their industry.

Ruan employs 5,500 people, including over 4,300 truck drivers. Federal regulations require truck drivers to log their drive time because there is a maximum amount of time one can drive in a day or week. Ruan had one system to track driving time for this purpose and a separate timekeeping system for payroll. Unfortunately, these systems didn't always sync. Not only did potential discrepancies between these systems put them at risk for non-compliance, but drivers weren't always paid the correct rate for a given shift.

Ruan worked with ADP to implement Workforce Manager which allows them to accurately report time punches in and out, and import that data to their federally-mandated electronic log system, which is something they were not able to do before. Josh Jones, HRIS Manager for Ruan Transportation, emphasizes, "It's imperative to keep those two systems in sync when it comes to punch data, because at the heart of that, you're talking about paying your drivers accurately and staying in compliance with the federal government. Workforce Manager enables us to do that."

Finally, real-time access to data

Another challenge that Ruan faced was being able to quickly retrieve and assess data from their time logs. Previously, they would have to manually fetch the data, format it and upload it into another system to ensure clients were billed and drivers were paid correctly. Through their implementation to Workforce Manager, Ruan was able to streamline those processes, helping to ensure pay accuracy while providing real-time visibility to that data. Jones comments, "We get asked for data in near real-time, several times a day. Before, we were hamstrung with only being able to do that maybe once or twice a day. Workforce Manager gives us the ability to report more accurately and more quickly to various areas in our organization, whether it be our billing teams, our HR leadership team, or across the business in general."

Moving to Workforce Manager also saves a ton of time for Ruan's HR team. Employee self-service is available via the mobile app, which is key for drivers who are in the field and not at a computer, and MyADP, making it easy to capture punch-in and punch-out data. Additionally, because team members were already using these interfaces when Ruan moved to Workforce Manager, there was no impact on employees because the entire implementation happened on the backend.

Managers now have access to view time punches of their direct and indirect reports, enabling them to address things like overtime before they become issues. Prior to implementing Workforce Manager, Ruan didn't have an easy way to for its leaders to see that information. Built-in reports also provide different views of timekeeping data that leadership had been asking for but wasn't previously available. "Workforce Manager gave us the opportunity to streamline our reporting and cut straight to the data that's requested and desired without having to sift through a bunch of other unnecessary data points," says Jones.

Ease of implementation is a differentiator

Enterprise organizations are often hesitant to undertake such large implementations because of the complexities and costs involved. Add in third party contractors and implementations can often get derailed with each party blaming the other when issues arise and delays result. However, Jones notes, "Our implementation experience was fantastic. The knowledge that our ADP project team had really gave me the confidence to not only lift and shift our pretty complex environment into Workforce Manager, but to know that the product that we're putting out in front of our over 4,300 drivers and corporate staff is one that's going to be stable and successful for us to use."

He also appreciates that ADP doesn't outsource its implementation to a third party, stating, "It's a huge benefit for ADP not to outsource their implementation teams. I have an extensive background in IT, where I implemented a lot of pieces of software for a lot of different companies, and some of those implementation teams that are outsourced — not only do they not always understand the product, but they sometimes don't understand the culture. ADP is a company that believes very much in what they do and they're very purposeful with the products that they invest in and share with their partners. Having a team that's 'boots on the ground' ADP employees really gives me confidence. We were able to throw complex situations and issues at this team, and if they couldn't answer immediately, they got back to us right away.

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We've done a lot of things very quickly at Ruan, and a large part of that is because of how we leaned on those experts and implementation consultants."

Streamlined systems deliver benefits

Having a unified ADP HCM ecosystem has delivered cost savings. Through its pay card implementation, Ruan has cut down on the cost of mailing checks and been able to get pay into their drivers' hands quickly and seamlessly. They've streamlined onboarding, going from a manual, task-driven process to a self-service model for new hires, saving a tremendous amount of staff time. Ruan also uses ADP benefits, allowing them to offer more to their team members, enabling them to be more competitive in recruiting and hiring of corporate employees and drivers — a highly competitive cohort.

Jones states, "ADP benefits has helped save us a lot of time and money. Because we already have a lot of the ADP products, we're able to integrate seamlessly behind the scenes without having to create a new connection or endpoint. Just the sheer ease of integration has allowed us to be much more efficient."

Jones summarizes his experience with ADP by stating, "Our partnership with ADP has been fantastic. They want to partner; they want to understand; they want us to succeed because they have skin in the game, as well. That speaks volumes. I think that's irreplaceable."

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