



Streamlining systems to deliver shared services

Quick facts

 **Company:** SMS Holdings

 **Industry:** Commercial services

 **Employees:** 7,600

 **Headquarters:** Nashville, TN



Michelle Scheible
Senior Payroll Director

SMS Holdings is a family of companies that provide commercial housekeeping, safety and managed staffing services and uniforms to high-traffic, public and commercial facilities, including airports, arenas, campuses, downtown districts, governments, hospitals, hotels, malls, parks, resorts and stadiums throughout the United States. Michelle Scheible, Senior Payroll Director, shares how SMS Holdings uses ADP Workforce Now® to deliver a streamlined and consistent user experience across their portfolio of companies.

Why ADP Workforce Now

We're on a shared services model for payroll and HR. We handle onboarding, new hires, I-9 and compliance, all the way to termination and final payment. I'm in charge of assisting the company in staying compliant, whether that's payroll, HR or tax.

Before ADP Workforce Now, we used multiple systems. Being across multiple platforms makes it difficult to report and get the right information to the right people. ADP Workforce Now has really given us the ability to have one solution for researching and reporting and enables us to provide real-time results to our executive teams.

One of the specific insights that ADP Workforce Now helped us discover was that our internal process regarding how we manage our data is very clean. When we were migrating to ADP Workforce Now, we heard repeatedly from our

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implementation team that our data was very clean, so that was just reaffirming to us that we were doing the right things.

Since going live with ADP Workforce Now, we can better collaborate across our companies. They're able to share their best practices and what works for them across the company, and we're able to standardize things on the back end.

Improving the employee experience with self-service

The features that excite me the most about using ADP Workforce Now are the employee and manager self-service. Self-service allows our employees and our managers to utilize the system to their best benefit and to control their data. They no longer rely on HR for answers to their questions.

I'm looking forward to further optimizing our use of ADP Workforce Now, learning the things I don't know that can then benefit and make positive change for my company and my department.

On partnering with ADP®

Our relationship with our ADP Client Success Executive is a mutually beneficial partnership. They really care, they really listen and they're all about getting us to the right people and the right solution. Even once we find a solution, we're still able to connect with those partners for future solutions.

Our implementation and onboarding with ADP was really a success because we were given one leader to manage ADP, a leader that was able to keep ADP accountable and manage all the different aspects that we had to go through, which made us a success in the end.

Our ADP team really stops, listens and takes the time to get to know our wants and needs — what we need to know and how we need it to work for our company — and gets the right people in the right seats to find the right solutions for us.

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SMS Holdings

