



Streamlining operations and outcomes

In the healthcare sector, state-of-the-art equipment and technology options are relied upon to help provide peace of mind and encourage positive outcomes in patient care. We recently spoke to an operations leader of a neurodiagnostic service provider who understands the value of solutions that help make you an employer of choice while protecting your business.

A payroll solution leads to ADPIA®

For our organization, it's all about less is more. We run lean, and everybody wears many different hats. We don't have a formal benefits department or a robust HR team with dozens of generalists. So, if there is an opportunity to get more done with less, it aligns with our company's needs.


We use ADP® as our payroll solution, and through those interactions, we learned about other features and add-ons we might want to explore. At one time, we had outsourced our group health insurance needs to an independent group, but it was a negative and unsuccessful experience. It was that ordeal that became the motivation for us to make the switch to ADP affiliate, Automatic Data Processing Insurance Agency, Inc. (ADPIA).

The two biggest challenges we hoped to solve were integrations and guidance. We're not HR generalists or insurance professionals by trade. With various vendors offering group health insurance, we wanted a knowledgeable partner to help us select the best plans for our business and make it easy for our employees to enroll in those plans. ADPIA is a one-stop shop that met our needs. It embodies precisely what we need by helping streamline our benefits administration, while also integrating seamlessly with our payroll processing.


Client testimonial
Confidential



Quick facts

 **Company:** Confidential

 **Headquarters:** Southwest United States

 **Industry:** Healthcare

ADP IA[®]
Automatic Data Processing
Insurance Agency, Inc.

A personalized approach to support

We recently completed our third renewal with ADPIA and it was an extremely positive experience. We owe a lot to our ADPIA licensed agent, Francie. She's very knowledgeable in the insurance space and shows genuine concern in helping us navigate the entire process. Her guidance and expertise were invaluable as she presented different options available. She understood our needs, offering suggestions and ideas on enhancing the offerings we had selected in the prior year. She even took ownership of helping us through the open enrollment period, being available to personally answer questions — not just from me — but directly from our employees. That continued support helped to ensure nothing was left behind or fell through the cracks.

A draw for top talent

We had also previously outsourced our retirement offerings, a complete disaster. Much like our need for payroll, bringing our 401(k) needs to ADP made sense due to the convenience of having everything under one roof. More important, however, is the appropriate management and deployment with ADP, which was previously lacking to a dangerous extent.

The bottom line

What we're most proud of as operators and business owners is having the ability to offer a comprehensive benefits portfolio. We're in a very competitive industry, and to be successful, you need to attract and retain top talent. With the help of ADP and ADPIA, we can offer competitively priced and sourced full benefits that allow us to deliver on that need. We want our people to stay with us, which has helped to differentiate our company as a career path for our staff and not a temporary workplace.

Many organizations need to do more but with less time, money and internal resources — and we're no different. The big differentiator is achieving greater efficiencies and convenience that positively impact our operations and help us grow our company.

"We're in a very competitive industry, and to be successful, you need to attract and retain top talent. With the help of ADPIA, we can offer competitively priced and sourced full benefits that allow us to deliver on that need."

"The big differentiator is achieving greater efficiencies and convenience that positively impact our operations and help us grow our company; with ADP and ADPIA, we've accomplished that."

NOTE: Client testimonials are selective samples and do not imply an endorsement of any particular product or service. Results may vary based on the employer's particular situation and other factors.

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As a comprehensive resource and service, ADPIA is a one-stop shop that meets our needs. It embodies precisely what we need by helping streamline our operations, being simple to navigate and integrating seamlessly with our payroll processing."

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