

Delivering resources and efficiencies

Thunderbolt Logistics, a New Jersey-based Amazon delivery partner, knows the challenges that come with rapid growth. In just one year, its workforce grew to eight times the size of where it began — from 10 employees to over 80.



We spoke with **Jose Mercado, owner**, to learn how ADP® helped him create efficiencies to manage this growth so he could have more time to spend where it mattered most — with his family.

Thunderbolt Logistics relies on ADP to deliver:



Resources

ADP provides me with the resources, training and execution that my company and I need to be successful. There's always another level to the system, and as my business grows, I know that ADP is going to grow with me. The professionals at ADP are helping me develop my skillset with the resources that I have. Everything they provide us allows me to be a much more efficient business owner and run an operation in a much more efficient capability. Plus, ADP gives me the resources I need to support my drivers and my workforce — my dispatchers, my operations manager and the engineers in my other business, all in one place.



Accessibility

One thing that I love about how ADP helps me as a business owner is that **I can lead and work with my employees without having to worry so much about the ones and zeros that go on behind the scenes.** My drivers know that if there's an issue we have an infrastructure set in place, but they also know that I'm not too far away. They can communicate with me just as easily as they can with the operations manager or the dispatchers. That's the kind of business that I imagined myself being in front of, and it's these resources from ADP that allow me to execute that type of business. So I'm very, very fortunate to have that.



Support

I'm very happy with the support I get from ADP. It allows me to run my business and be with my family without having to worry about the intricacies of doing payroll. Having the help of ADP professionals during implementation was a tremendous benefit to get my business running the way it needs to. And if anything comes up, I know that **I could pick up the phone any time and talk to somebody, because they offer 24-hour service.**





Peace of mind

When it comes to payroll and HR challenges, I really haven't experienced any problems, and the reason for that is because ADP does it for me. **ADP takes in my numbers, so I know my payroll is right.** I do not love payroll and HR — that's not what I want to do. And because of that, I turned to ADP to do it for me so that I can do the things that I do want to do, and I have a level of confidence that they're going to get done right.



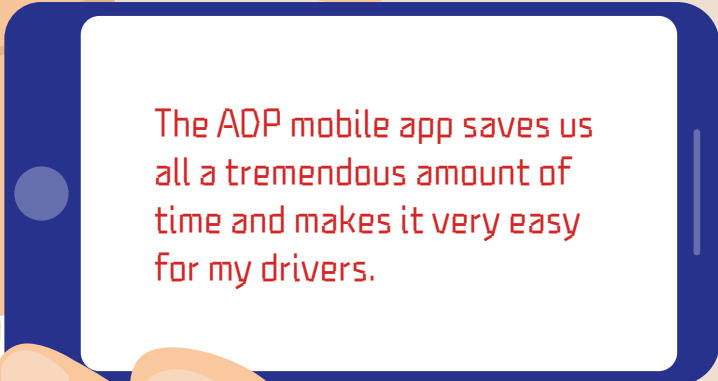
Time savings

My workday has changed tremendously because of ADP Workforce Now. **I've gone from working 16- to 18-hour days, seven days a week to having a life again.** Now, I work between four and eight hours a day. I still work seven days a week because I like to see what my drivers are doing first thing in the morning, but because I have ADP Workforce Now, I'm not actively developing or administrating different pieces of work all day long. I've got a system that gives me the free time to spend with my family and do other things.



Mobility

The ADP mobile app saves us all a tremendous amount of time and makes it very easy for my drivers. **Every single one of them have it loaded on their personal phones,** so they don't have to drive back to the station to punch in and out — they're able to use the mobile app to accomplish those tasks. When they're on the road, they can clock out, take their lunch, clock back in and continue to deliver packages. Everything is right at their fingertips, which makes it very, very easy and saves a lot of time for the drivers.



The ADP mobile app saves us all a tremendous amount of time and makes it very easy for my drivers.



Flexibility

Family is tremendously important to me. I want to be an active participant in their lives, and having my own business gives me that opportunity and flexibility. Developing an infrastructure that allows me to run a business while balancing my family time really, really matters. ADP provides the ability to do that with ADP Workforce Now, because I can check on my systems wherever I go, as long as I have my computer or phone and the internet.



#workingfor

I'm working for the joy that I have from owning a business that provides jobs for as many people that Thunderbolt provides jobs for. I'm not only able to live my dream with my family, but Thunderbolt is an environment that allows my employees the opportunity to work toward living their dreams as well. **Together, we're advancing!**

