



A team of HR experts

In 2019, Nicole Wagner, Director of HR and Payroll for Wickham Tractor, selected ADP® as its HR service partner. Here's how Nicole utilizes ADP TotalSource® to access expert HR support, enhanced benefits and receive expert compliance guidance so she can focus on other areas.

ADP TotalSource is a one-stop HR partner

Wickham Tractor is an agricultural tractor retailer with five locations in Colorado. We have nearly 100 employees and are a third generation, family-owned business that was started in 1960. I was previously Vice President of HR for a Fortune 500 oil and gas company, but I wanted to be in a position where I could directly connect more with my employees. At Wickham Tractor, I'm responsible for HR, benefits, payroll and numerous other responsibilities.

When I joined the company in 2019, we didn't have an HR department. We were utilizing separate carriers for insurance, workers' comp, general liability and payroll. I knew I needed to make a change, but when you're a relatively small dealership, you don't have the budget to have a staff for payroll, benefits, compliance and other HR support. I have a history with ADP, so I selected ADP TotalSource. For a small company, it keeps our overhead costs down by not having to hire specialized staff for my department, and we gain access to a full HR support team at ADP.

Increased efficiencies

Our reporting and HR processes prior to ADP TotalSource were very time-consuming. There are some reports that used to take 30 minutes to an hour. Now the report is scheduled, click and it's done. Whenever an employee moved, I had to contact every insurance carrier, as well as enter the change into payroll and 401k, all of which was cumbersome and not a good use of my time. Using ADP TotalSource, with one notification every HR touchpoint is updated. And with ADP's mobile app, our employees can do this themselves.

Nicole Wagner
Director of HR and Payroll



Quick facts

-  **Company:** Wickham Tractor
-  **Headquarters:** Fort Morgan, Colorado
-  **Industry:** Agriculture tractor retailer
-  **Employees:** 96
-  **Locations:** 5

Website: wickhamtractor.com

Business challenge: The company outgrew its existing support systems and processes, and needed to streamline its HR functions and benefits process to increase efficiencies.

How ADP helps: ADP TotalSource provides expert HR support and ongoing guidance for payroll and compliance, as well as Fortune 500 caliber benefits, compliance expertise and more.



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Hands-on guidance

I'm the company's sole HR person, but I have an entire team of experts behind the scenes at ADP to support me. ADP's support when it comes to workers' comp is exceptional. During the unfortunate times when an employee is injured and you have a claim, we turn to our ADP point person and they take it from there. They work with the employee and we have the same goals in mind — the employee's wellbeing. We also see how to best get them back to work safely. When we have an HR issue, we work together with the TotalSource team to resolve it. The people I work with at ADP go above and beyond to support us.

Technology that works for our company

ADP is on the leading edge of technology, which helps increase our efficiency. When a new employee starts, I set them up on the TotalSource portal and put the app on their phone. Our employees love it. They're excited to have everything in one place with the app, where they can see their pay, their benefits and track their retirement savings.

Proactive compliance support

Regulations are constantly changing, and accuracy is not an option with compliance. It has to be spot on. There are compliance notifications in every aspect of HR, payroll, benefits and workers' comp. TotalSource automatically sends out compliance notifications and details on what has changed. In addition, I can call our TotalSource business partner for support. Behind the scenes, there's a whole staff at ADP that I can contact, as they're experts in various compliance areas. It's nice to have someone to bounce questions off of and to make sure you have everything straight. Staying compliant doesn't keep me up at night anymore and does not require a lot of additional time on my part.

Access to Fortune 500 benefits

Benefits used to be a challenge, as we have three dealerships in more populous cities and two in eastern Colorado, which is very rural. It was previously difficult to equally meet the benefits needs of all our employees. Now, instead of going out to bid to providers with just 80 employees, we're grouped with a larger number of people at other companies to increase our buying power. As a result, we're more competitive with our benefits, offering our employees a greater package and with less cost to the company and our employees. In our industry, recruitment is very competitive and being able to offer Fortune 500 benefits gives us an edge to be on the same playing field as our competitors, if not better in some areas. That is huge.

What made ADP TotalSource so attractive to a company of our size was its efficiency, integration and cost. We've been able to reduce costs in certain areas of our organization, such as workers' comp, and we've also reduced costs in the benefits administration area.

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ADP is also by our side during the open enrollment process. Our employees can go online to see all the options available to them and the cost per pay period for their different options. It literally walks them through the entire benefit enrollment process. Once enrolled, ADP sets up the payroll deduction — not something I have to do — and then ADP notifies all their providers and the cards are automatically sent.

A strong partnership

I hold myself to a high standard in terms of the service I provide to our company and to our employees. I wanted to partner with a company that does the same, someone I could depend on to keep me updated and to truly be an extension of my staff. And, that is exactly what ADP TotalSource does for us.

Instead of spending my time with administration and paperwork, ADP TotalSource has allowed me to take care of all my responsibilities, from the day-to-day level up to the higher level. I can't tell you the difference being with ADP TotalSource has made for me personally and professionally.

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