



Year Up brings intelligence and optimization to HR, pay and time



Karen Heil
Payroll Analyst,
Year Up

Headquartered in Boston, Massachusetts, with 26 locations across the U.S., Year Up supports young adults in their reaching their full potential by providing higher education and career-building skills.

Business challenges

- HR and payroll systems were not optimized, creating manual work and room for error.
- Employees were unable to view and manage HR and payroll information, especially time and attendance, on their own or on-the-go.
- Use of ADP Workforce Now's analytics module was not being used, leaving executives ill-equipped

When Karen Heil, Year Up's Senior Payroll Analyst, stepped into her role, she was tasked with ensuring the company was getting the most out of Workforce Now. With ADP's support, she began optimizing HR and payroll, streamlining time and attendance and bringing intelligence into operational decision making.

Integrating the puzzle pieces of ADP for optimal use

One of Heil's first initiatives at Year Up was to integrate disparate HR and payroll systems and upgrade their ADP platform to the most current version. The company had invested in ADP tools long before Heil entered her role, but HR and payroll sides were not integrated, and little work had been done to optimize the use of ADP Workforce Now's wide-ranging tools and resources.

Heil shares, "Often companies buy integrated HRIS systems but don't really understand the features or how to maximize their value. ADP is a great system, which I've used at previous companies. So, my task was to go in and see how we could take our usage to the next level."

Quick Facts



Company:
Year Up



Headquarters:
Boston, MA



Industry:
Non-profit



Employees:
210



ADP Products:
ADP Workforce Now®
Time and Attendance module



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Streamlining the time and attendance process

Within HR and payroll, the company was most eager to streamline their time and attendance process. When Heil first arrived at Year Up, outside of tracking time and attendance, the system wasn't getting much use.

"You need to let the system do the work for you and set it up to automate most of the process," says Heil. "My first step, was to activate ADP Workforce Now's time-off request module and workflow notifications."

If an employee has not entered their time, they're reminded via an automated email. This significantly reduces the amount of manual work and follow-up required to keep things running smoothly, lessening the load on managers and allowing employees to rest easy.

"Utilizing workflow notifications reduced the manual work for our team and empowered employees to enter in their hours and manage time off. This helped bridge all the gaps, avoid any missed pay and kept everyone accountable."

Empowering employees with on-the-go access

ADP Workforce Now's mobile app has been a game changer for the Year Up team, enabling employees to conveniently access and manage HR and payroll information from their phone. Tax forms and direct deposit information is easily updated. Employees can enter in their time, check pay statements and even complete open enrollment, all with the touch of a button.

"One of the main pain points for any payroll professional is making sure you have all your time cards entered on time and correctly, and ensuring managers have reviewed and approved those time cards," says Heil, "ADP Workforce Now makes it so much easier with a seamless, integrated time and attendance solution. Your people can enter and manage their time from the mobile app — whether they're on-site, on-the-go or on vacation."

Driving employee satisfaction and demonstrating business value with analytics

ADP acts as an extension of Year Up's HR team as the "partners you don't see." This partnership has led to a decrease in manual work as well as far fewer errors and improved timeliness for payroll. This automation of day-to-day tasks has also freed Heil up to focus on more strategic and data-driven initiatives.

Heil was one of the first pilot clients to test ADP Workforce Now's analytics module when it launched. She has since explored the tool extensively and gained deep insights about Year Up's employee experience as compared to industry benchmarks.

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Heil has used these insights to open up conversations with Year Up's leaders around how to best support employees, reduce turnover and improve overall employee engagement.

Recently, Heil reached out to ADP consultants to learn about new enhancements to ADP Workforce Now. They took the time to walk her through them on a video call, using Year Up's own data to demonstrate the practical applications of the tool for Heil specifically.

"I'm hoping as we continue on this data analytics journey, I'll be able to provide more insights from all the features we use within ADP Workforce Now. Its analytics module has been an indispensable resource providing our executives with the information to make better informed decisions on cost, headcount, benefits offerings and so much more."

Enhanced offerings for greater accessibility and inclusion

"ADP is always making changes and enhancing its offering. Our employees get excited about the new, streamlined interfaces and features," says Heil. "They especially appreciate how they can choose the way they want to view their information based on their individual needs."

These enhancements make information more accessible and the platform more inclusive for all employees. Whether they want to read information in their native language or require a voice assistant to read information to them, Year Up's employees have access to several accommodations through ADP.

Joining the innovation conversation

When Heil first stepped into her role at Year Up, she provided a significant amount of feedback. Because of this, she was invited to participate in an ADP Innovation Lab event, where the ADP team worked to gather as much information from her as possible and help fuel the innovation process. Now, many of those collaborative conversations have come to fruition in the form of enhancements to ADP's products. Heil shares,

"ADP sees, hears and values their clients as though they were their own employees. That's what makes me stay and appreciate ADP as a resource, a tool and as an organization."

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