



Intuitive products and people who make a difference

Randall (Randy) Abbott is the senior payroll specialist for Trillium Farms, one of the nation's leading egg producers, with an annual production of 3.65 billion eggs. His primary responsibilities, as a department of one, include processing payroll for 500+ employees, payroll reporting and project management. Randy was brought onboard to help further develop how the company uses ADP Workforce Now® and to help make the lives of the company's managers and employees easier. Randy recently spoke to us about his experience working with ADP®:

The advantages of a single platform

Trillium Farms is under a parent company, Versova, which has four different farms underneath it, including us, Iowa Cage Free, Center Fresh and Centrum Valley Farms. In 2015, Versova made the decision to partner with a human capital management provider.

The biggest challenge was finding a provider that could reach out to the different farms and give us what we were looking for — a good platform for our payroll, HR, benefits and time and attendance — all of the things that ADP pulls together so well.

Reporting that provides valuable information






The reporting capabilities in the payroll services we used before didn't drill down into specific departments and wages. We couldn't analyze the data and look for trends that we needed to forecast. That's a big piece we've been able to tackle with some of the custom reports we create in ADP Workforce Now.

Even some of the standard reports that ADP provides have been able to provide greater analysis of trends so that managers at each of our farms can better forecast their schedules. They can see where they're really getting the maximum result out of their labor. They each have their own calculations, but a lot of

Randall Abbott
CPP, Senior Payroll
Specialist



Quick facts

-  **Company:** Trillium Farms
-  **Headquarters:** Johnstown, Ohio
-  **Industry:** Agriculture
-  **Employees:** 525
-  **Product:** ADP Workforce Now®

Learn more about Trillium Farms at
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information that we provide on our side goes into their calculations for their individual management reports.

The time and attendance piece also helps us drill down into some areas for the reports and, because we've been running these reports and analyzing them for a while now, we've been able to build some history that managers can rely on. The drill down functionality likely saves us 8–10 hours per month in researching various GL-related abnormalities. The attendance piece of Enhanced Time and Attendance has also enabled us to set up an automated attendance policy that tracks attendance points for our employees and reports them to management. This previously could not be done due to how manual the process would be.

Second-to-none dedicated service

There are plenty of wonderful things that I can say about ADP, the system and the way it all works for us, but ADP is really about the people who work with me.

For instance, our payroll account manager, Sue, is the best that I've ever worked with in payroll. She is so quick to respond, and she knows the answers. She's very intuitive and has gotten to know me and our business and the way we do things. Sue is one of those people that takes the time not just to answer the question I'm asking, but to really figure out what I'm looking for and help me get there.

We also have an outstanding executive relationship manager and an outstanding sales rep who go beyond just being there when I need something. I can go to them with any challenge and they will bring in all the necessary resources. That's responsiveness and just really understanding our business; it's so far beyond any other service that I've ever worked with. They understand what keeps us moving forward and make things happen; they're really just second to none.

I've been in the payroll industry long enough and I could make any system work for the most part. But it's people like this, who explain functionality that I didn't even know existed because they think it would help me — they make all the difference. They make it so easy for me to jump into and better the way I do things here — it's just fantastic. I can't say enough good things about the people that I work with at ADP.

Difference from the competition

I've had experience working with other payroll services in the past and I would always get frustrated because they would spend so much time explaining why they couldn't do something.

With ADP, I've found a group who actually takes the time and says, "Here's how we're going to do it." To me, that's the difference between ADP and other services I've worked with. I never feel like I'm inconveniencing them or that they're just trying to fix something the quickest way.

And while every company wants to think it's the best, when it comes down to the end of the day, only one can really be the best at what it does. ADP is one of the very few players out there that really has the type of skillset that can support whatever you're looking for, whether it's local, regional, national or global. If they don't have what you need in house, they have a partner that does, and I think there are many companies that simply can't offer that.

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The ADP product difference

The biggest thing I can say about the ADP products is that they are intuitive. I've used at least three other payroll services or platforms over the years, and I always had to learn their own language.

When I think about what should appear on the pay screen or the employment screen, when I open it up that's where it is. If I can describe ADP in one word, it's intuitive. Everything about the system just behaves the way you would expect it to behave.

Working with companies of every size and geography

If anyone ever said to me, "ADP is only for bigger companies or companies in the big cities," I'd tell them they're crazy. As much as ADP supports the big ones, the reason they've grown to what they are now is because they don't leave anybody behind. They understand the differences between small companies and large ones and offer products specifically geared to support the needs of all.

I've been with companies of various sizes, and I've been supported through Chicago, Columbus, Cleveland and Cincinnati. Never once did I feel like ADP didn't have my company's best interests in mind, no matter what size it was or where it was located.

What he's working for

I'm working toward making sure that we continually improve all the things we do, and not just here at Trillium Farms but as an organization under Versova. I've been charged to work with the other sites to understand their processes and standardize what we can. We're not four farms; we're one company.

Being in this role right now is very exciting for me. I'm part of a company that recognizes what I learned in past roles and what I can bring to this one. It's this type of company that really allows me to do the things that I enjoy about payroll. I'm at my happiest when I'm doing the hands-on payroll and when I'm doing it with an ADP product.

Breaking down barriers at work

I think our biggest barrier is communication, trying to make sure that every employee feels like they're a valued part of the company and are getting the same messages everyone else gets. We deal with many different languages and dialects, so we need to standardize our communication so that we speak to everyone and make sure that no employee gets left behind. The challenge for me is really working through the communication barrier to ensure that everybody feels like they're a valued member in the company.

As ADP continues to make increasingly more of those languages available on their portals, their e-Time and other platforms that employees interact with, I think that will make employees feel more valued by the company.

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