



Truss Edge

Finding Dependable Payroll Help

It just wasn't efficient.

Originally, I used Advantage Payroll Service, a small payroll company that did a fantastic job. But they were bought out by Paychex, and I wasn't happy. It just wasn't as efficient. I didn't like their website, and when I called for help I didn't really get people who knew what they were doing. Half the time I'd get bounced around.

If there's one thing in life I've learned, it's don't screw up your employee's paycheck, or you're going to have one angry person. So, when someone from ADP contacted me, I said, "Yeah, I have no allegiance to them anymore. They're not doing a good enough service job."

ADP makes payroll very, very simple

Quite frankly, I've been very happy with ADP. The simplicity of RUN [Powered by ADP®] — it's intuitive. It makes it very easy to use. I just go in and boom, it's done. And I like how they give you the consolidated report.

Whenever I call, I get somebody on the phone who knows what they're doing. They take care of me. I don't have time to worry about whether I'm paying federal, state or local taxes. That's a waste of my time. And ADP does a really good job [with that].

ADP just makes payroll very, very simple. The ease of use is great.



As the owner of Truss Edge, a company that designs software for hedge funds and other traders, Jay Duffy is no stranger to technology. But when his trusted payroll provider was sold to a larger company, he found the web interface baffling and was frustrated by the lack of knowledgeable support. Things improved when an ADP representative came calling.

Company Vitals

Name: Truss Edge

Industry: Technology

Established: 1999

Owner: Jay Duffy

Employees: 7

Headquarters: Naperville, Illinois

Website: Trussedge.com

Business Challenge: The company's local payroll service provider was sold to Paychex, causing a steep decline in customer service and efficiency.

How ADP Helped: RUN Powered by ADP® offers an intuitive, easy-to-use payroll portal and 24-hour customer service staffed by well-trained subject matter experts.