



Dedicated customer service support

For more than 100 years, Vanderbilt Global Services has produced quality minerals and chemicals for its customers, selling throughout the U.S. and in nearly 80 countries. In addition, the company distributes products of many distinguished companies under continuing contracts dating back to the mid-1920s.

Pia Saks, corporate payroll manager, leads a team of 13 payroll administrators, two each at six of their other U.S. locations and one working with her in the corporate office. With 420 employees worldwide, the company was eligible to have an ADP-assigned dedicated account manager to help with its human capital management (HCM) needs. We spoke with Pia about her experience working with her dedicated account manager, Christel Sheridan. Here is Pia's story.

Business challenges

We have approximately 420 employees worldwide; we are in seven different countries right now. We have four legal entities here in the U.S., and then we have three abroad. We currently have multiple company codes, multiple legal entities, multiple locations and multiple tax jurisdictions. Our employees work multiple shifts, so we also have multiple shift differentials. That company setup and payroll processing complexity is why we have been an ADP client for over 40 years.






About the payroll department

We have a corporate office in Connecticut. There, the payroll department is myself and my payroll administrator. We do everything payroll related from the first minute we walk in to whatever hour we end up leaving at night. We handle everything out of the corporate office for all of our salaried payrolls as well as all of the reporting and programming. In addition, we have six locations throughout the U. S. where I have one primary and one secondary payroll administrator.

Pia Saks
Corporate Payroll
Manager



Quick facts

-  **Company:** Vanderbilt Global Services, LLC
-  **Headquarters:** Norwalk, Connecticut
-  **Industry:** Chemical manufacturing
-  **Employees:** 420 worldwide
-  **Product:** ADP Workforce Now®, Enterprise E-Time®

Learn more about Vanderbilt
Global Services at
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Processing payroll

The payroll administrators at the different sites handle the time and labor management and processing the payrolls on a weekly basis. We process approximately 50 payrolls every single month. [With ADP] the administrators hit that accept button, and then they're really done for the most part until the following week. Corporate then steps in and we take over from there. We do all of the internal reporting, we handle all of the taxes. We do all the reconciliations, garnishments or legal documentation.

Time and labor management

Because we have a very complex payroll and we're a very complex company, ADP provides us all of the programs that we need to really help streamline our process. Everything from soup to nuts. ADP Enterprise E-Time® is probably the one program that has had the most impact in our payroll process and in our company as a whole. We implemented our time and labor system about 10 years ago. When we did, we saw a tremendous drop in the processing time for us. It was quite substantial. We went from a manual time clock punching system, where we had supervisors literally writing department notes on the back of those timecards. Then they went to my admins who would manually calculate the hours and manually enter those hours into the payroll system. When we went to Enterprise E-Time, all that went away. So all the time that was spent on the manual process is now automated for us.

Payroll in a crisis

We have a location in South Carolina that is literally on the border with Georgia. We got the notification that Hurricane Irma was going to be coming through, and we were very concerned about Irma's impact. Not just about the ability to process payroll, but also worried about whether we would lose power. Were our employees going to be safe enough to be on the road? How bad was this going to be?

I am very proud to say that my payroll admin, because of the electronic time card system, and in the midst of flickering lights, was actually able to get her payroll processed by 9:30 a.m. on Monday morning. And the peace of mind that comes from knowing that your employees are still going to be paid is huge, especially when you're dealing with a potential crisis or an emergency.

Giving feedback

One of the things that is really great about ADP is there are so many forums for clients to use in order to give feedback. ADP sends out surveys on a regular basis to their clients. There's a product suggestion link right within the ADP Workforce Now® system that clients can use to give feedback. And on top of that, there's always the Bridge, which is a great peer-to-peer and peer-to-ADP employee forum to really speak your mind and know your feedback is heard.

I can tell you that I have used every option available to me to provide feedback to ADP. The clients are the ones that know what we need. So to have an opportunity to present that to ADP is very important. Not just for our company, but for all clients across the board.

We have been a client of ADP's for over 40 years. In all honesty, it really comes down to the fact that I strongly believe ADP has the best product and the best people.

Pia Saks

Corporate Payroll Manager



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An example of the way [ADP has] listened to the feedback provided by their clients is the ability we have now to activate or inactivate either direct deposit codes or deduction codes. We have employees that we allow to split deposits. So they may have one amount going into a checking account and one amount going into a savings account. There are times when your financial situation may change. Sometimes it's a tuition payment. Or property taxes. Or even holiday shopping. There are times when we want to be able to inactivate a direct deposit code. The employee doesn't want it terminated on a permanent basis, just a temporary basis to get over whatever financial situation they're in. ADP listened to that feedback and made it happen.

Customer service — before

When you have a [customer service] team, even if they're familiar with your setup, you're not dealing with one person every time. They're just not as familiar on a regular basis with your account. And if there's a case number for time when you need to follow up, when you call back, you don't necessarily get that same person. It can be difficult and time consuming.

The bottom line between going to a call center or a designated team versus a dedicated account manager really has to do with efficiency and familiarity. When you're calling into a call center or dealing with multiple people, they may understand your company's setup, but not to the same extent as your dedicated account manager. And when you're dealing with one person who is already familiar with a previous case number or issue, then you don't have to take the time to re-explain it or go over anything again because she already knows. It's a more efficient way to deal with clients, and a much more efficient way to get your issue resolved.

Customer service — now

With the designated account manager model, it's really taken our service to the next level. It's truly wonderful to have a person that knows the quirks, the little idiosyncrasies and the complexity of our company. When we're dealing with one person, she already has all that background information. It's more efficient for clients because you don't have to repeat yourself anymore. The dedicated account manager already knows exactly what you're talking about.

Dedicated account manager model

My experience with our dedicated account manager has been absolutely fantastic. The thing I enjoy most is the relationship that Christel and I have been able to build. It is such a huge comfort knowing that when I pick up that phone to call Christel, she understands the challenges that we face. And as a payroll manager with such a large responsibility, my job is easier because of the partnership that Christel and I have. It's really all just beneficial to me.

We can call Christel for everything from tax issues on the validation tables to setting up new contacts and making sure that a new employee or new payroll admin has the access to everything they need. Sometimes there's an issue that I'm dealing with as a payroll manager or an issue that has come up in one of our subsidiaries. I'm really first line of defense for all of my payroll admins.

If you're looking for a company that is going to provide you with excellent service, capabilities and efficiency, then the only option you have is ADP.

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Corporate Payroll Manager



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We have so many locations, and some of our locations are unions some of them are not and some are in remote areas. They're all in different states. So there's many different possible issues and challenges that we can face. When I pick up the phone and call Christel, because of her familiarity with our account, she's able to actually walk me through and resolve those issues.

And when I hang up the phone and the issue is resolved, I know that the next time we go to process, not only am I not going to have to worry about that, but I can actually go back to my employee and say, "Look, this is what the issue was and now it's resolved." So I look like a hero after every time Christel has resolved our challenges.

Reporting

Christel really understands what I need for my role. There are a lot of reports that my management team requires from our payroll department for things like headcount and turnover rates — things that we used to do manually. I no longer have to worry about the customization for a lot of those reports because I've got analytics now.

With our payroll system, I have a real-time preview from the dashboard. To integrate our analytics, I was able to contact Christel and she immediately helped us. We have 18 company codes, so nothing is ever cut and dry. Nothing is ever a two-second project. She was able to make sure that everybody was set up properly so that we could get the best benefit out of not only the payroll dashboard itself, but also the analytics module. The payroll dashboard is an amazing asset to the Workforce Now platform. The result was a much more efficient system and a lot of time saving on my part. My CFO usually wants the information yesterday. When we were doing things manually, he was lucky if he was going to get it tomorrow. But with analytics and real-time information, he gets it today.

Why ADP

We have been a client of ADP's for over 40 years. In all honesty, it really comes down to the fact that I strongly believe ADP has the best product and the best people. They don't just create a program that helps me meet my daily needs, both in the business world and company-wide, but they are really very diligent about wanting to provide the best possible program for their clients.

They're willing to listen to their clients and what we need, and what demands are being placed on us as a company that we need ADP's help with. ADP absolutely shines and is an amazing partner to help you not only streamline, but also make your systems the most efficient. Whether it be employee processing, HR support or the Affordable Care Act, their solution addresses a lot of challenges that are presented in today's business world. And it addresses them in one efficient and very capable program. If you're looking for a company that is going to provide you with excellent service, capabilities and efficiency, then the only option you have is ADP.