



# Increasing employee engagement and efficiency

Lindsay Willis, vice president of Human Resources for LHP Capital in Knoxville, Tennessee, recently talked with ADP® about the challenges of being responsible for the property management firm's HR functions, including payroll, recruitment, benefits and even workers' compensation — anything that has to do with LHP Capital's nine-state, 300-person workforce. With ADP's help, Lindsay's team significantly improved their reporting capabilities and open enrollment participation, as well as increased employee engagement and efficiency through the use of ADP's mobile platform. Discover these and more benefits LHP Capital has experienced by partnering with ADP:

## On ADP's reporting features

LHP Capital has been with ADP for a long time, about 20 years. In 2009, we implemented some new ADP services, including ADP Workforce Now®'s reporting capabilities — which our accountants and our president love. All the information our accountants need is broken out so they can pull data, like tax, benefit and deduction details, all the way down to the individual employee if needed. It has really made their lives much easier.

## On the benefits of custom reports

The custom reporting piece on the ADP Workforce Now platform has been a big deal for us — the tool is amazing. It has been a game changer, particularly for our payroll and benefit leave administrators. We constantly create custom reports on our own, and within a matter of minutes, across anything that ADP has in the system to find the answers we need.

We also routinely have managers who call in for information, and because of the custom reporting feature, we are able to get back to them very quickly. For example, we can use custom reports to check something as granular as state unemployment requirements to which employees are generating a particular charge or fee.

Lindsay Willis  
VP, HR



## Quick facts

-  **Company:** LHP Capital
-  **Headquarters:** Knoxville, Tennessee
-  **Industry:** Property management
-  **Employees:** 300
-  **Product:** ADP Workforce Now®

Learn more about LHP Capital  
at [lhp.net](http://lhp.net)



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## On the complexities of being a multi-state employer

Before we had ADP, managing our multi-state workforce was a very manual process. We have employees in various states, like New York, Kentucky and Ohio, which all have very different employee regulations and tax laws. For each state, we had to manually check the state websites and the Department of Labor websites. We used a lot of manual checklists!

With ADP, one of the features I really enjoy is that when we enter a new hire into the system, we simply add the employee and their zip code and it automatically alerts us to the different regulations and tax jurisdictions that we have to be aware of. We know for certain that we are applying the right state tax codes to those employees, which has eliminated the human error piece.

*We've had an employee say it took them less than five minutes to enroll for their benefits this year with ADP's open enrollment module.*

## On open enrollment and carrier connections

Using the open enrollment feature within ADP Workforce Now is one of the best things we have ever done. Before, there was so much manual work required by our staff, which took a lot of time during the open enrollment period – it took us at least three weeks just to enter everything and check to make sure there were no errors. When you factor in 300 employees on multiple carriers with multiple forms, the former process was quite complicated.

Now, we use ADP's Carrier Connections feature, which has been a great step for us. It's set up so our employees can access benefits via self-service; they can change beneficiaries on demand or make a request to update their benefits during open enrollment or if they have a qualifying event directly in the system. We no longer have to reach out to the carrier website and make those changes manually, and we know it's done right because it's automatically updated to each carrier.

We've received quite a bit of feedback from our employees about how much they love the open enrollment module and how quick it is. Before, it would have taken them at least an hour to pour through those open enrollment forms. Now, we've had an employee say it took them less than five minutes to enroll for their benefits this year.

## On mobile

ADP offering a mobile app for employee self-service is just plain wonderful, because a large chunk of our workforce is mobile. They're not at a desk, but out in the field using tablets and their personal smartphones.

Before we used ADP Mobile, these employees had to physically check in with their property office. They were filling out manual timecards and getting a lot of their information through their manager because it could only be accessed from someone in the office connected to the system through a desktop computer.

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We couldn't push important information out to our employees as effectively as we're able to now. The fact that we've been able to mobilize our workforce with the ADP mobile app has truly been a game changer.

Now, our field staff can clock in and out from wherever they might be located. They don't have to tote around a paper timesheet or remember what they did during an on-call shift. They don't need to tell their manager the details on Monday morning. With ADP Mobile, we're able to get accurate information from our employees in real time. It has really given them the ability to stay connected and do things that they need to do on a regular basis, instantly.

### **On ADP Client Services**

ADP offers great service — they are always available when I need them. If I have a specific question about an issue I don't deal with regularly, or if I just need a little bit of guidance, I can call Client Services and get the help I need.

For example, I don't always understand the General Ledger Interface the way an accountant would. If something doesn't look right, I can call my ADP Client Services contact and he knows exactly what I'm talking about. He explains it in plain English. If he doesn't have the answer right on the spot, he takes it offline, keeps me up-to-date and it gets resolved. ADP has always been a great partner for us.

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