



Scoring superior support and service

Pacers Sports and Entertainment, headquartered in Indianapolis, Indiana, knows the definition of "fast-paced," both on and off the court. With a constant rotation of games, shows and events hosted at its stadium, it runs 24/7. Factor in payroll complexities like allocated wages for players, multi-state taxes for traveling employees and common complications that come with staffing over 1,000 part-time employees, and it's no wonder why the HR team needs to be able to rely on superior support and service from their HR provider. We spoke with Michella Jameson, payroll specialist, about her service experience with ADP®:

On payroll complexities

Our payroll is complicated because we have ten different company codes that we enter throughout any payroll period. We separate our salaried employees into semi-monthly payrolls and our parttime employees into bi-weekly payrolls. We have quite a few one-offs as well, so it becomes a little complex. For instance, we have allocated wages for our players and the support staff who travel with the team, so they get charged taxes in different multi-jurisdictions. We also have employees who work in different departments within a payroll period, so we have to separate those between their wages and the proper GL account number that we want the wages to go to.

On their dedicated account manager

Nick is our dedicated account manager, and he's fabulous. Prior to having Nick, I used to find myself spending quite a bit of time on the phone trying to find solutions to little hiccups we would have. Because our payroll is so complex, we would have a moment of hesitation on how we should proceed with something, so I would call the support center. It was frustrating because we are a very busy organization and sometimes I would be on the phone waiting to talk to a live person for an extended amount of time, and sometimes I would reach someone who didn't really have all the answers.

Michella Jameson
Payroll Specialist



Quick facts

-  **Company:** Pacers Sports and Entertainment
-  **Headquarters:** Indianapolis, Indiana
-  **Industry:** Sports and entertainment
-  **Employees:** 300 full-time, 1,000 part-time
-  **Product:** ADP Workforce Now®

Learn more about Pacers Sports
at bankerslifefieldhouse.com



On service now vs. service before

What used to take me at least a day to get an answer or a solution for a problem can now be resolved within 20 minutes to an hour with Nick's help. Most times, I don't even have to pick up the phone — I can just shoot him an email and continue working. I simply explain what I need help with, and he will get back to me almost instantaneously. Often, he tells me that he's fixed it and it's already resolved, or he gives me instructions on how to fix it. On rare occasion, he may ask that I call him so we can work through it together. It has saved me so much time because I am not sitting on the phone waiting for somebody new to explain my story to. With Nick, I don't have to re-explain things. He knows our business, and he is part of our team.

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On strategic initiatives

Once a quarter we also sit down with Tom and Ben, who are part of our account team, and discuss our company's needs. They have a very good understanding of the different situations and scenarios that we run into here at Pacer Sports and Entertainment, and because of that they are able to empathize and offer better solutions for any issues that we run into. There's nothing simple about our payroll and what we do, but they offer the support that we're looking for to help us become more productive and efficient, ultimately allowing us more time to spend on other things we'd like to be involved in.

On efficiencies resulting from service and support

ADP allows us to create efficiencies within our department so that we can spend more time developing our employees. Every time we are able to become more productive, it allows us time to be more involved in insuring we have programs in place that will help the morale and the happiness of our employees. Finding the right HR partner can make the difference between your job being a job, and your job being a passion. ADP does that for us. The relationship that we have developed with ADP has allowed us to feel like they are so in tune with our specific needs that they have become part of our HR team.

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for People™