



Managing a large company with a small HR staff

Washington Federal, founded in 1917, offers its clients 'one-on-one, professional, and friendly' banking services. Based in Seattle, Washington, they currently employ 2,000 staff members across eight western states.

Senior Vice President of Human Resources, Lisa King, has been in banking for almost thirty years and with Washington Federal for nine of them. Within the first few years, King saw the company grow significantly through acquisitions; but with more staff on board, HR faced new challenges.

With just a small staff of HR professionals, King found that her team's efficiency was hindered by a large volume of HR-related phone calls and by manual creation of their reports. With employees in multiple locations, her team also had to manage the laws and compliance regulations that varied from state to state. In order for her team to have the time needed to successfully expand the company, King needed the help of a comprehensive human resource provider.






Washington Federal originally signed with an ADP® competitor after years of working on an outdated payroll and HRIS system, but became apprehensive about their services when the company was unable to run parallel payrolls and validate data prior to launch. "When we were looking at a competitor's software, one of the things that concerned me was that they weren't able to show us what the actual product was," King recalls. Two weeks prior to going live, Washington Federal pulled the plug — a bold move this late in the game, but necessary for King to feel confident in their new system.

I knew at that point ADP was our solution, and a call was made immediately. We knew we needed an expert to help us with implementation and accuracy.

Lisa King
Senior Vice President
of Human Resources



Quick facts

-  **Company:** Washington Federal
-  **Headquarters:** Seattle, Washington
-  **Industry:** Finance banking
-  **Employees:** 2,000 in eight states
-  **Product:** ADP Workforce Now®

Learn more about Washington Federal
at washingtonfederal.com



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"One of the things I absolutely love about ADP is our ADP rep," says King. "We were looking at some of the different ADP products and were able to see clear and concise demonstrations of each one. We knew right then that ADP Workforce Now would work for us. It was also scalable, so it was a product we wouldn't have to change in the near future, that we could actually expand and grow with that product." With a tight deadline, ADP worked around the clock with Washington Federal to implement their new and improved system with ease and accuracy.

Less paperwork, more time with ADP Workforce Now

With the new system firmly in place, King noticed a significant increase in efficiencies across the board. Calls into the department dropped drastically, reducing by 50 percent, as employees were able to find answers to their questions on payroll, W-2s, paid time off balances and more, all in one place from ADP Workforce Now.

With employees now accessing the self-service features in place of a call to her HR team, King turned to tackle compliance. She found that ADP provided the resources and guidance needed to correctly follow those tricky laws and regulations across all eight states. "The ADP system has created accuracy in the department. It's a system that works for us, not us working for the system. My trust level with ADP is outstanding."

"Now that we have the time back from answering phone calls, we can turn to other strategic initiatives, such as reporting — which is now automatic. We have a very accurate and up-to-date database," shares King. Her team is finally able to focus their energy on the bigger picture: growth, recruitment and retention. "ADP makes my HR team happy, and happy is productive."

And best of all — the executives love it.

"The reason why (the executives) love ADP is that we're able to get them the up-to-date data they need. It's accurate, and the system is very easy for them to use," shares King. Being able to instantly access these new insights has allowed the executive team to make strategic decisions quicker than ever before. "They really love the product."

Now celebrating their centennial birthday, Washington Federal is set for continued success. As they proudly provide their clients with "personal attention and customized, expert advice," the partnership with a human resource provider who upholds the same values has proven to be the ideal fit.

"The relationship that I have with the personnel at ADP, I would describe it as engaged. They're right there with us through all the different twists and turns that we have, and the needs that our company has. The response time, the engagement, the partnership is second to none," says King. "That's what I love about the relationship that we have. That's actually why we stayed with ADP — it's the people. It's the product, too, but it's the people."

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