



Cultivating a team of top talent

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



Donna Wilkinson
Senior Vice President,
Human Resources



Angie Lee
Senior Director, Human
Resources and Payroll

Pacers Sports and Entertainment, headquartered in Indianapolis, Indiana, knows the importance of having a team of A-players, both on and off the court. And it's quite a big team — the company currently staffs 300 full-time and 1,000 part-time employees to support the constant rotation of games, shows and events hosted at Bankers Life Fieldhouse. We spoke with Donna Wilkinson, senior vice president of human resources, and Angie Lee, senior director of human resources and payroll, about the challenges they face when it comes to the war for talent and how ADP® is helping them attract and retain their best players:

On the challenge of retaining talent

Donna: Because sports is a very competitive industry and we want to have the best talent, we need to be proactive in terms of our cultural development. We try to make this a place that people want to come work for, even though they have to work a lot of hours. They're working when they would usually be having fun, like evenings and weekends, so we have to make sure the culture is really strong and the benefits of working for our company are a real positive.

On the challenge of engaging employees

Angie: For us in HR, we have many part-time employees that we may not always see. It's a challenge building relationships with those employees, but we need to build a rapport with them to make sure that if there are any issues they're having, we can respond in a timely manner. With over 1,000 part-time employees, we also need to be able to effectively train and communicate with that many people, though they may not all be working all the time.

Donna: Many of our part-time employees also work full-time jobs. When they start their shift with us, we expect a lot from them — like great customer service and high energy — when sometimes they've already had a really long day. So we have to make sure that we can revitalize them, and that if they're having any issues we've taken care of them before they even come in.

On expert help from ADP

Angie: As an HR generalist, I'm not an expert in any one particular thing. I know a variety of information on many different topics. So when I look to ADP, I look to them



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as the experts in the areas I need them to be. I know I can rely on them and the information they are providing, and don't have to worry about being an expert in those areas. By having the confidence in ADP to take care of the needs that we have, I am able to focus on other things, such as retaining our top talent. Because ADP saves me time, I can do things that I'm passionate about like building relationships with employees and focusing on our wellness initiatives.

On employee-focused solutions

Donna: ADP has helped us identify ways that we can help our employees embrace technology and become cutting edge. We're really focusing on what engages and adds value for our employees.

Angie: For instance, one of the ADP solutions that I greatly appreciate is iPay. It allows our employees to have their information at their fingertips, because with direct deposit, many employees aren't getting a paystub in the mail anymore. In the past, employees would need a paper document to apply for a mortgage or lease a new car, but didn't always have one. Now, they can use iPay to print off what they need, whether it's their pay stub, W-2 or another paper document. They don't have to call us, and we don't have to resend it in the mail. It's something that has really helped our employees understand the technology aspect that ADP provides.

On convenience

Angie: As employees are doing their life planning, they're talking with life insurance agents or their spouse and need to see their benefits, but often don't understand all of the benefits that they have. With ADP Workforce Now®, I am able to go into their benefits profile and print out every single benefit they have on one page. Then they are able to share that with whomever it is that they are discussing financial planning or future benefits planning.

On flexibility

Angie: I love the flexibility that ADP Workforce Now provides me — I can work almost anywhere. I'm able to work from home if I have a sick child or if we have a snow day. I'm still able to do the things I need to do within the system because it's remotely accessible. During one of the first vacations that I took, I was concerned because I wasn't sure how payroll was going to be accomplished — but then I realized I can do payroll from anywhere. So as I sat on the beach, I did my 401(k) downloads and a few other tasks within the system and then was able to get back to my vacation. That flexibility is something that I will never give up.

On moving forward

Angie: ADP We have quarterly meetings with ADP, which have been so beneficial to us. There are a lot of times when they offer suggestions for solutions we can look at that we haven't even thought of. They help us understand how our business can be driven in different ways to save us time, improve our efficiencies and align with strategic initiatives that we need. They also allow us to have open discussions about any issues that we may be having with ADP, and then they address those issues and make sure that they follow up. That's what I appreciate most — that is invaluable to me.

Donna: ADP helps us be proactive and lay out a roadmap so we can plan for the future. Together, we've solved problems, we've implemented new initiatives and we've continued down the road to positive change. That's the kind of partnership that I was looking for, and that's what we have with ADP.

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