



# Expert tax support and compliance solutions

## 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](http://bankerslifefieldhouse.com)



**Donna Wilkinson**  
Senior Vice President,  
Human Resources



**Angie Lee**  
Senior Director, Human  
Resources and Payroll

*The sports and entertainment industry faces many unique challenges when it comes to payroll and taxes. Employing a diverse team of high-paid professional athletes, hundreds of full-time employees and over 1,000 part-time event staff, Pacers Sports and Entertainment has their hands full with navigating the challenges that accompany a complex workforce, while maintaining compliance across the board. We spoke with Donna Wilkinson, senior vice president of human resources, and Angie Lee, senior director of human resources and payroll, about their experience partnering with ADP® to help manage their tax, payroll and HR tasks:*

## Why they chose ADP

**Donna:** When I first came on board with the Pacers, we had a different payroll provider. We were looking for a partner who could really help us with our payroll and human resources, and we found that with ADP. We've been with them now for 11 years, in which we've had a lot of changes within our business and have had to call on them to help us with various things. ADP helps us get what we need done and does it correctly. It's a really big deal for us to have things taken care of in a very quick fashion. It's been a great relationship.

## ADP vs. other providers

**Donna:** Prior to ADP, we switched to new payroll providers two different times. It is not a fun situation. It's a lot of invested time and a lot of work on a very small staff. I learned that if we switch, we have to make the right decision. It has been the right decision with ADP. I know that when it comes to changing payroll providers, the grass is not always greener. We have been fortunate in selecting ADP because we found a partner that can evolve with us, that is really there for us in times of crisis or need and can help us see and work toward the future. I know some folks with other companies that have switched to other payroll providers, and it has not worked out — it has not been an easy thing for them to transition. So we're pretty lucky that we found ADP as our partner.



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## Gaining efficiencies through automation

**Angie:** When I first started doing payroll, I was shocked at how manual it was to enter information into a database. For instance, we have about 600 stagehands that are paid at various rates. One person may have ten different rates in a two-week time period because every 15 minutes they get paid a different rate. This was something that we were previously entering manually into batches for payroll.

When we started looking at what the ADP system could do, we realized we could just import this information. We saved six hours right there by taking a previously manual, no value-added situation and making it automated. Another thing that really has saved us time was the ability to have employees view their checks online. I used to walk around and hand-deliver everyone's checks on Friday mornings. It would take about two hours to deliver the checks and then an additional hour to sort the checks that would be mailed. That's another three hours I now have back in my life. It's very important, especially with a small staff, that we're able to use every hour of the day efficiently.

## ADP's tax expertise

**Donna:** In professional sports, we have a lot of people making a lot of money, which presents unique challenges. So we need a payroll provider to help us navigate those challenges — such as tax complexities and duty days — that employing professional athletes present to our business. The tax expertise at ADP is phenomenal — we really have an unbelievable resource in ADP to help us make sure that our payroll and taxes are done right. There are a lot of things that go into making sure our end-of-year paychecks are correct — and they have to be correct. ADP's tax experts have been super at ensuring that they have that attention to detail. That is something you cannot teach, and you cannot put a figure on how much time it saves us to have somebody do it who understands what needs to be done and does it correctly. Because if something is not right, it's a problem — that's my reputation, that's our company's reputation. That is an area that we have to get right every year, every quarter, all the time. We experienced a lot of issues in the past, prior to moving to ADP, so we understand how it affects us when something is not working right. And we have not had that problem with ADP.

## Wage garnishments

**Angie:** I'm also really happy with ADP's wage garnishments services. Handling wage garnishments is not a fun task, so having ADP take the entire process off my hands has been very helpful and makes it less stressful for me. It's very important that wage garnishments are applied correctly, otherwise our employees are going to experience issues. We have not had any issues with wage garnishments in 11 years, and I'm very proud to be able to say that. I can confidently tell our employees that ADP has taken care of it.

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## Timekeeping solutions

**Angie:** We use ADP Workforce Now® Enhanced Time for our timekeeping. One of the critical elements of Enhanced Time for us is that at the end of every show — whether it's a concert, a rodeo or Disney on Ice — we have to settle up with the promoter. This means we have to run reports out of our timekeeping system to make sure that everything matches, like the number of people working security, the number of people working the box office, which rates they worked and more. We easily pull those reports from Enhanced Time.

## ADP's superior service

**Angie:** We have had some really good wins with ADP service. With our payroll complexities, it has been wonderful to be able to go to them and say, "I have no idea what I'm doing." And they say, "That's okay. We do. We'll take care of it." And then I can sit back and not worry about it. Working with the service team has saved me a lot of time — I haven't had to research things like how something should be taxed, which code is the right code to use, or what the compensation limit for this year; ADP already has that built into the system.

## Why they stay with ADP

**Angie:** We have been working with our leadership team so that they can really understand the value ADP provides us. We share efficiencies and how we're able to save time on payroll and benefits administration to focus on other things that are important to our company as well. They understand the needs that we have with ADP and why it's important that we continue to look at ways we can evolve our relationship and how ADP can help us become more efficient. They're much more open to solutions when they can see that value of other things that we're now able to provide for the company.



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