



Boston Globe

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Nicole Roberts
Boston Globe, Payroll Manager

The Boston Globe

Boston Globe Media Partners, founded in 1872 and a leading news source for Massachusetts and more, has a mission to change the news business. Nicole Roberts, payroll manager for The Boston Globe, joined the company in 2015. Hear from Roberts about the products the company uses and the dedicated service support she relies on.

About the job and Robert's background

I am the payroll manager of The Boston Globe. I am responsible for the general maintenance, reporting and auditing of our ADP systems and I make sure that we have an accurate, smooth payroll for almost 2,000 employees each week.

I have been an ADP client for almost twenty years in the payroll field. I came to The Globe because they use ADP as their system for processing payroll, human resources and benefits. Working with ADP, I know that I'm able to do my job accurately and I can be of more value to the company. At The Boston Globe, I can use my ADP knowledge and make sure the company is running accurate payrolls.

About the team

When I first came to The Globe, we had a team of seven. With ADP, our team is able to more efficiently and accurately run processes without the manual work. Due to this efficiency, we were able to shrink our team to just three members – two payroll supervisors and me. I'm also able to help more on the accounting and reporting side, in addition to running an accurate, smooth payroll. With ADP, our team can make sure our company gets the information and data that they need.

About the products

The Boston Globe moved to ADP at the end of 2013. The ADP products that we use are ADP Workforce Now® Payroll, Benefits and General Ledger, and the Enterprise ETime® Time and Attendance system. We're also looking at the ADP Workforce Now compensation package as well.

When we weren't using all of the software and programs that ADP has available, it was clunky. I didn't have the same confidence that everything was correct. At the end of the day, my product is a clean payroll that not only pays everyone but also makes sure that our accountants and analysts are able to make sense of everything that we have paid out and expensed. Using the numerous options that ADP has available has made my job that much easier. We use almost every package that there is because we are that confident in ADP's solutions.

Customer service before our dedicated account manager

If my employees or other departments had any questions, they would have to call the general ADP 800 number. Not everyone on the other end knew exactly what was happening with my team and our setup, so they took much more time to answer our questions or to find a solution for our process.

If we weren't able to get the assistance at the time, we would open up a case. Sometimes it was an easy solution and sometimes the solution took a little bit more time, up to 48 hours to resolve. But we weren't able to reach out directly to a person and ask them, "where does this stand?" and know where they were in the process of getting an answer.

Quick facts:

Company: The Boston Globe

Headquarters: Boston, MA

Employees: 1,800

Product: ADP Workforce Now®

Learn more about the Boston Globe at www.bostonglobe.com

Customer service now, with our dedicated account manager

It's great to have a dedicated account manager. Having someone that we have a relationship with and knows our way of using the system makes it that much easier. I don't have to explain what we're doing or how we're using the product. [Our dedicated account manager] is able to assist us and provide the answers right then and there. I don't have to wait on hold – I can send an email, an IM, or make a phone call and our dedicated account manager is there.

And since she's familiar with us, she's able to help us and give us ideas and recommendations. So, she's able to not only answer our questions, but also lead us to what we can do to better improve our processes and expand while she assists us the entire way.

The benefits of dedicated service

My team is a lot more confident and a lot more comfortable with their questions being answered, because they have that trusting relationship now. Everyone feels that they're able to get their job done faster and their day-to-day is easier with the support. It is extremely seamless.

For instance, we have a co-op program and an intern that just started with us. And while I'm able to show her the ins and outs, she now has a relationship with someone from ADP that can help and assist her with any of the questions that she has as well. She feels more comfortable because she's able to talk to someone when she needs help, and because it's the same person every time she calls or emails, she knows she's getting the right answer every time. Plus, she's already able to do reports – that's how easy it is to use ADP products.

The benefits of analytics

[Our dedicated account manager] has helped us with our analytics and reporting. She knows that we have been looking to show the executives what is going on in the day-to-day and she knew what to recommend. Whatever we need to do in the ADP system, if there's a process that we need, special calculations, reporting, anything at an employee or executive level, ADP has a process in place and the ability to do it. Now that we are in the implementation phase to have the analytics, everybody is excited to have the information and reporting features.

Knowledge is power and helps to keep everyone on the same page. Our analytics and reports will help other team members be able to dedicate their time wisely while not being sidetracked by something that could be easily be pulled into a dashboard for them to view. [With ADP's analytics], we'll be able to set up this dashboard for our executives. We won't have to provide one-off reports. I am extremely confident in the accuracy of the analytics and reporting.

The benefits of a mobile solution

With the ADP mobile solutions app, our employees are able to get the information that they need when they need it. A lot of employees prefer to use the app because they are able to pull it up on their phone and have their information right there. They can download their paycheck right from their phone and send it off to say, a mortgage company. They don't need to make a phone call or send an email – they have the information they need at their fingertips.

Final thoughts about the ADP partnership

I've always loved ADP. Seriously, I have an ADP obsession. They make my job so much easier – their products are extremely user-friendly. Once you are able to get the knowledge, you can use every piece of information that you learn within another module. I trust ADP always. Other payroll and HRIS companies, they sell you dreams, but give you nightmares. ADP's not just empowering our employees, they're empowering us on every level.

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