



## Maintaining HR headcount, while doubling in size

A leader in heavy commercial truck sales and services since 1938, Hunter Family of Companies is proud of its unparalleled customer service and long-standing relationships with premium-quality truck producers, Peterbilt and International. Vice President of Human Resources, Carrie Ginocchi, leads a five-person HR team that's responsible for 1,000 employees working in 19 locations in four states. When Ginocchi first started to work with ADP® seven years ago, her department was challenged to keep up with many manual, time-consuming tasks. She recently sat down with us to explain how ADP Workforce Now has helped automate those tasks, relieving her team of many paper-based processes and keeping her headcount stable.

### Easy implementation with a knowledgeable and responsive team

With ADP, there's a lot of hand holding, which is fantastic. Obviously each member of my HR team had to continue with their day-to-day activities, so we needed a specialist on the ADP side of the house to step in and tell us where we needed to be and to manage those processes for us. Training included webinars, phone calls with a dedicated specialist and an on-site implementation specialist for several days.






### The benefits of self-service open enrollment

We conducted our first self-service open enrollment in 2012, and if I can quote MasterCard, it was priceless! Before that, we spent a lot of time collecting paper. So consider the hourly wage of each employee and the HR coordinator at each branch who had to touch that paper, and add in the time it took for a departmental or general manager to follow up on that process — all of that time was saved when employees were given access to self-service through the portal. We've seen a 60 to 70 percent adoption rate and the self-service process saved us an extraordinary amount of time, resources and financial capital.

**Carrie Ginocchi**  
Vice President,  
Human Resources



### Quick facts

-  **Company:** Hunter Family of Companies (Hunter Truck Sales)
-  **Industry:** Automotive
-  **Employees:** 1,000+
-  **Headquarters:** Butler, Pennsylvania
-  **Product:** ADP Workforce Now®

Learn more about Hunter  
Family of Companies  
at [huntertrucksales.com](http://huntertrucksales.com)



Always Designing  
for People™

## Comprehensive analytics and reporting facilitates decision-making

For the first time in our 80-year history, we're able to present data to both general and departmental managers on HR metrics. We can look at certain data, like the average age of our employees, we can compare that to the turnover at each location, and we can look at turnover by department. We can also look at the number of days it takes to fill a job posting through the recruitment module. So we have a number of areas that we can report on at the HR round tables and we do that based on the information we're able to pull from the ADP system. Prior to implementing ADP, we were unable to collect this information.

The metrics that we can provide the managers allow them to see the whole picture so they can make decisions that help the organization to continue to move forward. They're busy in their day-to-day lives, but they need to answer questions like, "How many folks do I have who are approaching retirement age? What is my turnover? Why is my turnover higher in one department versus another department?" Being able to run these reports out of ADP has really helped us focus on our strategy for managing those things and moving forward with the growth of the company.

## Simplifying multi-state compliance

We started with just over 500 employees in 2010 and we're just under a thousand now. So basically we've doubled our size through acquisitions of other dealerships, and we've also put up some brick and mortar of our own. We work with ADP representatives to make sure that we have the correct state payroll information, as we're adding new company codes. It's always been a very easy process because of the ADP support we receive.

## Employee engagement through the ADP portal

The ADP portal is a resource that we really couldn't do without at our company. Over the years, we've actually turned it into our company intranet, and use it as our one-stop shop. We direct all of our traffic to the portal and advise all departmental and general managers not to save any documents on local drives. So all the latest and greatest from an HR perspective is housed on the portal. We have a workers' compensation section, we have all of our open enrollment materials housed there, we have secure links to our payroll department, our finance department, all of HR right there on the portal. We even have a safety section that houses our safety committee meeting videos — so you can see we've really utilized the portal to our best advantage.

As our company intranet, we're also able to push out company news through the portal to keep employees aware of what's going on. We post welcome banners for all new hires, news and events happening throughout the company and employee forms — they're all housed there. ADP has undoubtedly helped us to shape a company culture in which that portal functions as a main part of our business.

## Why ADP

We are with ADP because we have had a phenomenal relationship with ADP; I personally have 11–12 years of experience with ADP products and support teams. The capabilities that ADP affords us are amazing!

For the first time in our 80-year history, we're able to present data to both general and departmental managers on HR metrics... Prior to implementing ADP, we were unable to collect this information.

**Carrie Ginocchi**  
Vice President,  
Human Resources



Always Designing  
for People™