



IN THE BUSINESS OF YOUR SUCCESSSM

What ADP[®] clients are saying



BANKING AND FINANCIAL SERVICES

Regional bank likes managing its employee administration with the help of ADP Workforce Now[®]

There are more than 7,000 community banks in the United States, according to the Independent Community Bankers of America. One of them, Monroe Bank & Trust, has been serving the personal and business banking needs of customers throughout southeastern Michigan since 1858.

Like other community banks, Monroe Bank & Trust is not only governed by laws that regulate financial institutions, but also by the rules and regulations that apply to being an employer. Recognizing that outsourcing was a prudent way to manage non-core duties, more than two decades ago, the bank outsourced the processing of its employee payroll to ADP, one of the world's leading business process outsourcers. That began a long term relationship that only became stronger after the bank took a very brief hiatus to experience the products and services of a software provider.

"We had been an ADP[®] payroll client for 20 years and also used ADP's HR product starting in 2000," recalls Barbara Klemans, Senior Vice President of Human Resources at Monroe Bank & Trust. "We switched to an ADP competitor, a leading software company, because we felt the time had come for us to have a more robust, one-stop-shop solution – one that included payroll and an updated HRIS system."

She adds, "Well, we made the switch to the ADP competitor and we had an awful time of it. We suffered through a failed conversion. Payrolls were inaccurate and there were compliance issues, among other things. We left them after just nine pay cycles and returned to ADP because of ADP Workforce Now[®]. It was precisely the long-term, integrated solution for payroll and HR administration we were looking for."

SNAPSHOT

Client:

Monroe Bank & Trust,
Monroe, Michigan

Description:

A regional community bank

Workforce:

About 360 employees, across
southeastern Michigan

Website:

www.mbandt.com



Monroe Bank & Trust

A reliable and transformative single-source solution

"We implemented ADP Workforce Now and it was a very good business decision," Barbara notes. "It provides us with what we want – a reliable, single-source solution that has enabled us to streamline our HR department and transform our HR function through the introduction of employee self-service."

With ADP's online solution, Monroe Bank & Trust manages its HR and payroll on a single platform. One entry automatically updates all pertinent data. Because it is SaaS-based, ADP Workforce Now affords anytime, anywhere authorized access to the bank's managers and employees.

The self-service feature of ADP Workforce Now is transformative because it puts everyone at the bank – employees, managers, and senior executives – closer than ever to the information they need. ADP's solution substantially minimizes the use of paper forms. Employees clock in and out by computer, using their own personalized passwords. Managers approve time-worked, including exceptions, online. Approved pay data is fed to payroll for processing without the need for rekeying. Additionally, payroll seamlessly interfaces with HR for timely payroll deductions.

"ADP Workforce Now continues to help us achieve the goals we want to achieve."

Consistently high level of service

"Our Workforce Now service experience began with a spectacular implementation," recalls Barbara. "I remember how really good that implementation team was. They came in, asked plenty of smart questions, and then performed a splendid conversion. From our first contact with the ADP Workforce Now team to our first 'live' payroll took just 45 days."

The bank's successful implementation experience translated into a solid, ongoing service experience. As questions come up, a call to the ADP Service Team puts Barbara and her staff in touch with ADP professionals who have the knowledge to provide decisive answers. Virtual training precluded travel to off-site training sessions. ADP webcasts provided opportunities for convenient updates.

"When I think of our ongoing service experience with ADP, it comes down to people you call who want to help you and they do their best to resolve something on that first call," says Barbara. "If a problem or issue comes up, we know that ADP is going to help us figure it out."

ROI savings in time, money – and from increased productivity

From the beginning, Monroe Bank & Trust liked the idea that it could lower its operating costs, because ADP Workforce Now does not require an investment in software, upgrades, or IT support. ADP, which hosts the single-database solution, takes care of support – like software upgrades – for a monthly subscription cost.

"When we began with ADP Workforce Now, we were confident that there would be savings. While we have not attached any specific numbers to the savings, we know that Workforce Now is helping our department and our employees save time in a number of ways," notes Barbara. "We also know we are saving money on things like the cost of paper and improved employee productivity throughout the bank. Every time a staff member or employee accesses information quickly and conveniently, it adds to increased satisfaction and productivity."

She continues, "For instance, the bank is able to onboard a new hire in just a few minutes, instead of a few hours. Managers can access records online in little time to complete timely performance evaluations. Employees have access to their current and previous pay statements, tax forms, as well as paid time off balances, online. From an HR viewpoint, the dollars saved don't begin to approach the worth of having confidence and peace of mind in the solutions that are supporting some of the most critical functions of our business."

"...continues to help us achieve the goals we want to achieve"

While some things have changed at Monroe Bank & Trust since the Michigan-based financial institution went "live" with ADP Workforce Now – for instance, payroll processing is now handled by the bank's finance department – the report card on ADP's comprehensive, integrated solution for employee administration reflects the high level of support that Barbara expected on the first day of implementation. She still measures the worth and value of ADP Workforce Now against the situation it replaced.

"Until you have lived through the dread and worry caused by another vendor's failed solution – products that flat-out missed their mark – only then can you begin to appreciate the tremendous value that the ADP brand brings into your workplace," she explains.

Barbara concludes, "ADP Workforce Now continues to help us achieve the goals we want to achieve. Our administration is streamlined. We have greater access to real-time information. The reliability of the ADP solution is there for us around the clock."

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