



# Hitting the road with upgraded HR and payroll processes



**Stephanie Cooney**  
People & Culture Operations Specialist  
AAA Central Penn

With more than 62 million members, AAA is America's largest motoring and leisure travel organization. AAA Central Penn has 10 branch locations throughout a nine-county region of Pennsylvania, providing members with travel, insurance, financial and automobile-related services.

People and Culture Operations Specialist Stephanie Cooney is always looking to streamline and create efficiencies for employees so that AAA Central Penn can continue to provide the best service possible to its members. As a loyal ADP client for 10 years, when an opportunity to upgrade their ADP Workforce Now system became available, she jumped on it and discovered even more opportunities than expected.

## Business challenges

- Integration gaps between the general ledger and payroll caused inefficient reporting and time-consuming manual data retrieval.
- Manual onboarding processes were time-consuming and didn't flow end-to-end.

Since upgrading their ADP Workforce Now platform, Cooney and her team have streamlined AAA Central Penn's internal processes, improving data transfers between their payroll and HR platform and general ledger and creating efficiencies in everything from recruitment to onboarding and payroll to benefits.

## Upgrading to high-performance HR and payroll

At AAA Central Penn, managing finance and payroll for 223 employees was often more cumbersome than it should have been. That was, however, until Cooney decided to upgrade their ADP Workforce Now platform and switch many of their internal processes over to ADP.

According to Cooney, the difference has been day and night. What was once a clunky and disconnected process, has become streamlined and efficient with their ADP upgrades.

"ADP Workforce Now is one of the best and easiest platforms to use. Having a finance and payroll background, I've used all kinds of platforms, and found ADP Workforce Now to be one of the best out there!"

### Quick Facts



**Company:**  
AAA Central Penn



**Headquarters:**  
Harrisburg, Pennsylvania



**Industry:**  
Travel & Insurance



**Employees:**  
223



**ADP Products:**  
ADP Workforce Now®



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## A new feature that is a dream come true

Almost immediately, Cooney recognized the benefits of their ADP upgrade. Her favorite feature is Workforce Now's general ledger integration (GLI), which has revolutionized how AAA Central Penn handles finances with a seamless workflow that eliminates the need for manual entries.

ADP's GLI makes it easy for Cooney to classify her payroll transactions for financial statements by putting all relative information—account names, associated account numbers—right at her fingertips. The integration is something Cooney and her team have “dreamed about.” And now that reliable reports are readily available and time-consuming data retrieval is thing of the past, Cooney's dreams have become a reality.

“The most welcome feature with our upgrade was the GLI module. It's phenomenal and something we've all dreamed about,” says Cooney. “With ADP Workforce Now, we can go in and do everything electronically, drill down directly in the system and see the GLI number and everything included with that number.”

## An eye-opening implementation

Throughout the upgrading process, Cooney's implementation specialist took on a role that went beyond facilitation; this individual became a valuable consultant, uncovering a wealth of benefits and capabilities that ADP Workforce Now offers to AAA Central Penn.

“We had no idea that some of those features were out there for us and that there were some features that were perfect for our company.” With the help of her implementation specialist, Cooney was able to really expand AAA Central Penn's horizons and bring on features that not only helped simplify processes but also elevate their recruiting and onboarding game.

The implementation of ADP's onboarding module and recruitment solutions meant that AAA Central Penn could not only cast a wider net to attract high-quality candidates but also ensure that new hires integrate into the company with ease.

“Everything just flows through the system,” says Cooney. “We're saving time and resources by eliminating manual follow-ups and facilitating a smoother transition for new employees.”

## Creating a better employee experience

Without a doubt, AAA Central Penn has greatly benefitted from its ADP Upgrades. Perhaps what stands out most is how ADP Workforce Now has impacted the overall employee experience, particularly through the onboarding process. The platform allows new hires the flexibility to complete their paperwork in their own time, at home, and without the pressure of having to rush through the process in an HR office. This not only saves time and money but also creates a welcoming environment as they enter the AAA Central Penn family.

“Our new team members appreciate the ability to complete their onboarding forms from the comfort of their own home prior to their start date. This allows them to think through things like who they should list as an emergency contact, gather important payroll information, etc. without feeling rushed.”

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