




A cleaner HR and payroll experience with ADP®



Erika Herman
Vice President

Quick facts

 **Company:** Cornerstone Chem-Dry and 1-800 Water Damage

 **Headquarters:** Garland, Texas

 **Industry:** Consumer services

 **Employees:** 18-20

 **ADP product:** RUN Powered by ADP®

Cornerstone Chem-Dry and 1-800 Water Damage take great pride in building long-lasting customer relationships at all their outlets across Texas. Their professional staff are trained to deliver the highest level of service, using proprietary equipment and cleaning solutions for commercial and residential customers.

The company's Vice President, Erika Herman, used to manage payroll and tax filing in-house. However, as the company grew, she realized she needed a more comprehensive solution. Herman was tasked with finding a vendor that could help maintain compliance, provide employees with insurance and retirement benefits and empower them to save for their future.

Business challenges

- Difficulties managing tax filing and maintaining compliance across multiple states
- Time-consuming, manual administrative tasks
- Lack of benefits to enhance the employee experience

By implementing RUN Powered by ADP, Herman was able to manage payroll across multiple states, ensure compliance with state and tax regulations and empower the company to deliver a significantly improved employee experience.

Saving time and remaining focused

With RUN Powered by ADP's user-friendly interface, Herman can quickly manage payroll across the business, and across multiple states. With her time freed up from tax filing and compliance issues, she can now focus on growing the business and expanding her customer network.

"RUN makes it easier for me to operate my business because it saves me more than 20 hours a month. I don't have to manually run payroll, calculate taxes or worry about addressing regulation changes. I don't want to be concerned about all those things and I don't need to be, with RUN. I can keep my time focused on my business operations," says Herman.



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Helping enhance employee experience

And it's not just Herman who benefits from working with ADP. The entire company now gets to enjoy features like the ADP Mobile App, direct deposit and 401(k) — all of which help to enhance their employee experience and boost retention rates.

"The ADP Mobile App is a time saver for me because my employees can make the changes themselves, instead of coming to me. Direct deposit is also a big hit because it's convenient for employees and has helped avoid fraudulent activity at check cashing locations. The biggest game changer, however, is being able to offer my employees a 401(k) through ADP. I love giving my people an opportunity to save for their future retirement. ADP helps me do that and stand apart from the competition," adds Herman.

Reducing the worry of protecting employees

"I absolutely love the Pay-by-Pay premium payment program," says Herman, "Having my workers' compensation payments automatically and accurately made when I process payroll streamlines the process, saves me time, removes the worry of remembering to make separate payments to the policy and helps me manage my cash flow by eliminating the burden of a lump sum payment, due at renewal."

Workers' compensation insurance is a requirement in most states. With RUN, Herman can automatically keep her employees protected. The Automatic Data Processing Insurance Agency (ADPIA®) handles the premium contribution payment with each payroll cycle, spreading the payments across the policy lifecycle, helping remove the manual process of tracking when payments are due and removing the risk of over or underpayment.

Recruiting made easier

Access to ZipRecruiter is just another perk that makes RUN the ideal HR and payroll partner. Herman can easily post to multiple job boards and quickly identify top candidates using the integration.

"I love how easy it is using ZipRecruiter with RUN to post job openings — and keep running notes as part of my follow-up with applicants — all in one place. I recently posted an open position for our Oklahoma location, and within a day I had several very qualified prospects," says Herman.

Recognizing excellent service and support

Herman shares, "I'm extremely busy and if I have questions, calling a customer service line is not an easy option with my schedule. The chat feature in RUN makes getting the answers I need easy and allows me to work on other things simultaneously."

And on top of the easy and speedy access to chat, Herman relies on the customized support she receives from veteran ADP rep, David.

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—Erika Herman, Vice President



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She adds, "David is genuine and knowledgeable about all things ADP. He's always available to answer any questions or direct me to who I need to speak with if he doesn't know — which is a rarity. He's another reason why staying with ADP is an easy decision."

Looking ahead

"What I like best about ADP is their approach. We're in an ever-changing world, and ADP is always looking forward to new ways to help their customers streamline operations and save time to remain focused on their business," concludes Herman.

Change can be disruptive to the everyday life of a business, but from HR to payroll, ADP designs forward-thinking solutions to help prepare for whatever comes next. For Herman, the confidence that her payroll and HR provider has her back is the key that continues to unlock new frontiers for the business.

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