





# Streamlining operations in a unique industry with ADP TotalSource®

**Tracey Thomas**  
Controller and CPA

## Quick facts

 **Company:** Andrew Vazquez, Inc.

 **Headquarters:** Bedminster,  
New Jersey

 **Industry:** Professional services

 **Employees:** Under 50

 **ADP product:**  
ADP TotalSource®

*Andrew Vazquez Inc is an automotive visual inspection company that provides import and export inspection for vehicles and cargo. They service all the ports on the U. S. East Coast, which means their employees are scattered across multiple states providing inspection services for vehicles, equipment and other items before and after being loaded onto cargo ships.*

## Business challenges

- Payroll management across various states is complex given various state laws
- Reporting needs for their unique industry and government requirements are extensive
- Unaffordable and ridged benefit options made it difficult to meet employee needs

**By leveraging their longstanding partnership with ADP TotalSource, Andrew Vazquez Inc. effectively streamlined payroll management, enhanced benefit options and simplified compliance across state lines, overcoming their unique challenges in the vehicle inspection and logistics industry.**

## Addressing industry-specific needs with ADP®

With over 21 years of niche industry experience, Tracey Thomas, the controller at Andrew Vazquez Inc., can attest to the vital role ADP plays within the company's HR ecosystem. She recalls how the organization struggled with the lack of customizable reporting when, for over 1.5 years (May of 2017 through January of 2019), they went without ADP.

"Management switched us to another platform, but there was no way to customize reports on that platform. You could tell it wasn't versatile," says Thomas. "Sure enough, we were back to ADP TotalSource in less than two years."

The support and flexibility of the ADP platform is something Thomas knows she'll never give up again. "We are a unique business, and we need visibility into our operation's data in unique ways. With ADP, I know if I can't customize the report myself, I can call and speak to someone who can build the report I need."



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## Peace of mind from a platform you can trust

Thomas spent over a year cleaning up state unemployment errors that were created during their time on the other platform. Now that ADP manages their multi-state compliance, they have peace of mind that they are meeting all legal requirements that pertain to them.

"With ADP, I can trust that they are going to get things right the first time," says Thomas.

## Empowering employees and enhancing efficiency

One feature Thomas loves about the ADP platform is the option for employees to self-serve. The employees all have the ADP mobile app and use it to check their pay stubs, enroll in benefits and complete their onboarding. "It's great because I'm not tracking down any paperwork, and most of the time, our employees can answer their own questions online or with the app," says Thomas.

Even when open enrollment comes around, Thomas doesn't spend extra time in the office. She sends an email reminder to managers, and most employees complete enrollment on their mobile device. "I used to dread open enrollment," Thomas says. "I'd be in the office till midnight, but that's not the case anymore, and I definitely don't dread it."

## Looking to the future

Embracing ADP TotalSource's PEO solution has been a no-brainer for the team at Andrew Vazquez, Inc. As they continue to grow, Thomas has the confidence that she and her team will be kept up to speed on legislative updates via ADP's legislative newsletter and the help of her HR business partner.

"There are things I never expected to experience in this role, like when equal opportunity reporting was new, or when healthcare laws started changing, but ADP's been there guiding me every step of the way. I know they're moving forward and keeping up with the times, and that makes me feel confident in their partnership."

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—Tracey Thomas,  
Controller and CPA, Andrew  
Vazquez, Inc.

