



## A family business driven by luxury

Bespoke Coach specializes in customized luxury conversions of Mercedes-Benz Sprinter vans, creating everything from state-of-the-art mobile offices to family coaches with built-in beds. A family business at heart, Bespoke now counts some of the world's most prominent athletes and executives among its clientele.

### Our luxury van conversion business

Our Bespoke team strives to create new designs and find new materials and technologies to incorporate into their van conversions. Using the finest materials and products, each Bespoke Sprinter is truly one of a kind. With our extensive background in mobile electronics and development of cutting-edge control systems, Bespoke Coach's luxury mobile office incorporates the best technology, design and materials into a first-class experience.

### We didn't want any more problems

I was still in college when my father started Bespoke Coach, and we had a woman who handled our payroll. After I came on board, she told us she was retiring, so we started to prepare to handle payroll and HR ourselves.

This woman had always used ADP, but two years before she retired, she switched to some smaller payroll company, and there were problems. They withdrew our money for taxes but didn't actually send it to the IRS immediately. It was a whole issue. We knew we didn't want to have any problems like that.

I compared ADP to Gusto and Paychex. In the end, the ADP brand and our history with the company won me over.








### Payroll takes me 5 minutes now

I was nervous to do payroll for the first time, but the ADP team guided me through everything. Plus, the RUN solution is pretty straightforward. It integrates with our time-tracking software, so the employees' hours are directly imported. It's actually really easy. The whole thing takes me maybe five minutes now.

**Sharon Mashal**  
Product-Design Engineer



### Quick facts

-  **Company:** Bespoke Coach
-  **Headquarters:** Van Nuys, CA
-  **Industry:** Luxury van conversion
-  **Established:** 2011
-  **Employees:** 14
-  **Locations:** 1
-  **Website:** [Bespokecoach.com](https://www.bespokecoach.com)

**Business Challenge:** When their external HR professional retired, this family business needed a way to handle HR and payroll without adding full-time staff.

**How ADP Helped:** RUN Powered by ADP® (RUN) for payroll and HR Pro gives small businesses the resources of a large HR department, and ADP Pay-by-Pay® Workers' Compensation premium payment program helps with cash flow options.



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for People™

We wanted to make sure we were fully covered for all our HR needs, so we went with ADP's HR Pro. Now I always have a number I can call with any questions, like about overtime or employee breaks. HR Pro also provides access to legal assistance through a third-party vendor, Upnetic Legal Services, Powered by Legal Club®. This came in handy when I had a question about an employee's Form I-9. And it has the Employee Handbook Wizard, the new-hire forms, all that. HR Pro saves us the expense of having to hire an HR department.

We decided to get our workers' compensation from ADP's affiliate, Automatic Data Processing Insurance Agency, Inc., (ADPIA®), too. With workers' comp insurance through ADPIA we use ADP Pay-by-Pay Premium Payment service that automatically calculates the premium payments based on the hours our employees actually worked. That way there isn't that big margin of error you get with the estimated payments. In the past, even when we were owed money at the end of the year, it still caused cash-flow problems, which no small business can afford.

### **There's no reason to hire an HR department**

I double-majored in web and graphic design in college, so I handle everything computer-related here, and I love ADP's online user interface. It makes it easy to do everything yourself. And you can use the mobile app if you need to quickly check reports or access employee information.

We realize now that we could have been doing payroll and HR ourselves the whole time. With ADP, there's no reason for a small business to hire an HR department. I've referred four people to ADP already.

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ADP's Pay-by-Pay® Premium Payment Program is a payroll enhancement feature of ADP's payroll processing service. Clients must be using ADP's tax filing service to take advantage of the Pay-by-Pay Premium Payment Program.

All insurance products will be offered and sold only through Automatic Data Processing Insurance Agency, Inc., or its licensed insurance partners; One ADP Blvd. Roseland, NJ 07068. CA license #0D04044. Licensed in 50 states. Certain services may not be available in all states with all carriers.

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