Managing growth with ADP® Comprehensive Services

Starting as just one gas station in New Paltz, New York, CPD has grown over the last 40 years to over 250 company-operated and supply sites for motor fuel and convenience store operations. With this tremendous growth came new challenges — more locations meant more employees, which meant more HR and payroll-related tasks for the company's HR team of one. Hear from Matthew Hagquist, CFO, how CPD outsourced many HR-related functions to create more efficiencies and better manage its workforce.

On the challenges of a growing company

I was brought in to bring the standards of the financial side of the business up to an appropriate level. CPD had grown quickly and exponentially in a short amount of time. Consequently, a number of back office functions, like payroll, were still being done as if it was a mom-and-pop company rather than a more formalized company.

On making things easier with help from ADP

I've had experience with ADP at other companies, so I've seen the way HR and payroll can be done to make life easier. When I joined CPD, I guided our HR person to utilize all the ADP services available to us to make things easier across the board for herself and the employees. We're now focused on setting the direction of where we want the HR, payroll and benefits to go in the future.

On partnering with ADP Comprehensive Services

We use ADP Comprehensive Services to help us integrate all the aspects of our HR and payroll functions under one platform. That includes working toward the elimination of paper, time-consuming emails and manual spreadsheets. Our HR person was also inundated with employee phone calls about updating addresses or 401(k) contributions. ADP has been able to help us automate so many things, help manage our day-to-day tasks and really bring us into the 2020s with their technology.

Matthew Hagquist
CFO

Quick facts

Company: Chestnut Petroleum Distributors (CPD)

Headquarters: New Paltz, New York

Industry: Gas

Employees: 475

Locations: 250+

Website: cpdenergy.biz

Business challenge: Managing an increase of HR and payroll tasks due to rapid company growth with a lean HR team of one.

How ADP helped: ADP Comprehensive Services provides ongoing HR support and guidance, helping to manage many of CPD's day-to-day tasks.

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On a smooth implementation and support

The ADP implementation team was very helpful, very responsive and very quick to turn things around while we were trying to get everything up and running. We experienced the same level of service when we upgraded to ADP Workforce Now® and enabled self-service mobile capabilities for our employees.

On time savings

Now that our employees use self-service, there has been a dwindling amount of calls and questions coming into HR. I've already seen increased efficiencies for our HR person just by encouraging employees to utilize self-service, so that has been a timesaver for us.

It has been the same thing with open enrollment. Previously, our employees had to fill out their own enrollment forms and we would collect them all, enter the information into a spreadsheet and send it off to the benefits carrier. Now, the way ADP data integrates directly with the insurance company is very helpful and a big timesaver. And once we get the ADP time and attendance system fully in place, it's going to save around an hour and a half per week for the store managers administering payroll.

On service and support

Our ADP relationship manager does a great job of reminding us to use what we're paying for and showing us how it works. I also very much appreciate the quarterly business updates that we do together. She really makes an effort to understand our business needs, which I've been very impressed with and appreciative of.

Also, when we rolled out ADP Workforce Now, she was extremely helpful in tailoring the training to our workforce. We have a lot of Spanish-speaking employees, and she did the training seminar in both English and Spanish. She's been a tremendous help from implementation to helping us utilize the system better and recommending additional services and solutions. The support from ADP continues to be very helpful — our HR person receives strategic, timely guidance.

On recommending ADP

If someone asked me about ADP, I would say that it's a very thorough system that fills a lot of needs, all housed within one easy-to-use platform. I've been very impressed with what is offered and the ease of use, especially for something so comprehensive.

I'm also a big proponent of outsourcing and would absolutely recommend ADP Comprehensive Services. Stick to your core competency — if it isn't processing payroll, don't waste your time trying to process payroll. Let the experts do it. Otherwise, you'll likely need an entire staff of people trying to keep up with tax laws or process payroll… it's an administrative nightmare doing it alone.

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On assistance during the global health event

I was very impressed with the way ADP was able to keep up with all the changing rules and dynamics of the global health event, especially in the beginning when something was coming out almost every day. Every state was coming out with their laws and restrictions, and ADP did a great job of keeping us informed of all those rapid changes. They were incredibly responsive from day one, right through to helping companies get through the Paycheck Protection Program (PPP) loan forgiveness process by setting up the right reporting so we didn't have to do it by hand. That was great, and incredibly helpful.

ADP has been able to help us automate so many things, help manage our day-to-day tasks and really bring us into the 2020s with their technology.

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