





From drains to gains: How ADP® helped streamline the path to efficiency

Francis Despres
Office Manager

Quick facts

 **Company:** Granite State Sewer & Drain Cleaning

 **Headquarters:** Hudson, NH

 **Industry:** Professional Services

 **Employees:** 9

 **ADP products:**
RUN Powered by ADP®

Based out of Hudson, New Hampshire, Granite State Sewer & Drain Cleaning is a residential, commercial and industrial sewer and drain service provider. With over 40 years of trusted service to their area, this family- and veteran-owned business takes pride in their workmanship as well as their personal customer care.

Leading the charge as Office Manager is Francis Despres, who has been with the company for the last few years as they've begun to experience significant growth. By partnering with ADP, Granite State Sewer & Drain Cleaning has enhanced its operational efficiencies as well as cut costs.

Business challenges

- Mistakes and lengthy turnaround times held back progress
- Frequent price increases without increased value became unsustainable
- Lack of self-service delayed accomplishing tasks
- Inflexible systems could not accommodate their unique business needs

Partnering with ADP helped Granite State Sewer & Drain Cleaning streamline their payroll processing, save time and enhance operational efficiency by providing them with customizable tools at an affordable price so that they could better support their overall long-term growth.

Getting started with ADP to save on cost

Granite State Sewer & Drain Cleaning has experienced exponential growth, quadrupling their revenue over the past few years. But the limitations of their previous payroll provider, Paychex, were holding back their growth. Making changes in the system almost always required playing phone tag with their representative, and continued price increases were not matched with increased value. When they began exploring other options, ADP's price point was a major selling point.

"The price point is honestly what got us to look at ADP in the first place, and now, in addition to being able to do things ourselves on our own timeline, we're saving between 40-44% every single week in payroll costs," says Francis.



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A flexible process that meets their unique needs

The biggest difference between ADP and Paychex is the overall service model. While Paychex offered a personal service representative, the inability to do things on their own time was extremely limiting for Francis as he managed the team's growth. Completing tasks in the Paychex platform often required a phone call, and if a representative wasn't available, he had to wait for a callback.

Now with the ability to self-serve in the user-friendly RUN Powered by ADP® (RUN) platform, Francis has zero wait time when working through his payroll and HR to-do's. Whether it's onboarding a new employee or updating pay rates, he can complete everything himself in RUN.

"We can get more out of RUN with significantly less time expenditure," says Francis. "I can do everything on my own timetable, and I don't have to leave a message and hope I'll get a call back soon to get things done. ADP has saved us probably 1-2 hours per week just by giving us the ability to do things ourselves."

User-friendly tech means time savings

With the RUN platform being so easy to navigate, Francis has been able to teach the owner how to complete payroll as well. "He's comfortable processing the payroll on his own, and he loves the fact that he can go into ADP at any time to process it. Like most business owners, his schedule isn't uniform, so being able to go in there and get it done at any time is amazing. That peace of mind isn't quantifiable."

Another feature in the RUN platform Francis utilizes is the Employee Handbook Wizard. While some businesses may not realize the importance of an employee handbook, they're crucial for compliance and communicating policies to employees. "The employee handbook wizard is really convenient and easy to use," says Francis, "which is great because having a good handbook is a huge part of being in the labor industry."

Looking to a growth-focused future

In addition to payroll, Granite State Sewer & Drain Cleaning uses the applicant tracking system (from CareerPlug) in RUN to find qualified new hires when needed, which has helped them streamline candidate sourcing. As they plan for their future, Francis knows additional ADP services are available when the time comes. "I can't see us using ADP any less than we already do and I'm sure there's going to be more needs in the future."

As a careful shopper, Francis prides himself on being someone who does his research and doesn't just jump on the next best deal that comes his way. "I've looked at many of the payroll options out there, and if you're looking to save time and money, then giving ADP a chance is a choice you will not regret."

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