



How one manufacturing company enhanced employee experience with ADP TotalSource®

Jamie Zoromski
Controller

Quick facts

 **Company:** Innovative Machining LLC

 **Headquarters:** Neenah, WI

 **Industry:** Manufacturing

 **Employees:** 72

 **ADP products:**
ADP TotalSource®

Established in 1995 in Neenah, Wisconsin, Innovative Machining LLC is a thriving contract machining and fabricating shop. Located across the United States and internationally, they manufacture custom parts for a variety of industries. As a small business servicing a large customer base, the company was looking for a full-service HR partner to help them manage employees and compliance risks as well as provide a wider range of benefits.

Business challenges

- Lack of centralization made employee management difficult and created a disconnected employee experience
- Manual entry processes in accounting and HR slowed work and created higher possibilities for error
- Without employee self-service options, employees had no access to manage their personal or pay information

Seeking a partner to address its HR, payroll and benefits needs, Innovative Machining LLC turned to ADP TotalSource a full-service HR solution. Through the partnership with ADP, Company Controller Jamie Zoromski has spearheaded the shift to a more centralized HR and employee management system, boosting efficiency within HR and payroll and enhancing the employee experience with robust benefits offerings and self-service.

Providing best-in-class benefits

Like all companies, the employees at Innovative Machining LLC have unique needs. Part of the rationale for partnering with TotalSource was getting access to personalized benefits plan options for their employees, so they could tailor their choices based on their needs and where they are in life. The benefits they're now able to offer are a huge positive for everyone. "Offering more options to our employees is a huge plus," says Jamie. "The fact that we can do it at an affordable price has been a big return on our investment in the ADP partnership."

Employees are now able to make benefits choices based on their needs and where they're at in life instead of having to make selections from a plan that's one-size-fits-all. This helps Innovative Machining LLC send a powerful message to their employees: That they're more than just workers and they're cared about and cared for.



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Managing compliance and saving time

As a full-service HR partner, ADP TotalSource helps the Innovative Machining LLC team manage compliance risks by ensuring the company operates in a way that's up to snuff with the latest laws and regulations. The support of ADP's HR experts has been a massive help for Jamie and her team, relieving the pressure of knowing everything about newly enacted laws that might affect them. When questions arise, Jamie and the team know they can lean on their ADP HR Business Partner (HRBP). "We're a small business," says Jamie, "and we've come across several cases where we just don't have the answers. Knowing we can turn to our ADP support team for guidance and support helps us fill that knowledge gap."

In addition to all the time they save by leaning on their HRBP for compliance support, Jamie and the team have also experienced time savings for payroll. "The turn-around time for our payroll is mere minutes now," says Jamie. "When payroll is submitted, we quickly get an invoice from ADP. I can quickly process my reports and get back to doing more important work."

Employee self-service and digital processes

Jamie and the team wanted to modernize the employee experience, so they were excited to find out that ADP provides a user-friendly platform for employees to access their personal information. From their profiles, employees now manage, update and change their personal information on their own time at the click of a button on either a web browser or the mobile app. With this self-service access, employee questions for the HR team have steeply declined. "Now employees can ask for time off, enroll in benefits or check their pay stubs all in one place on the mobile app or browser," says Jamie.

This has been a game changer for time off requests in more than one way. "Instead of waiting for a pay stub to see their time off balance, they can just go into the ADP mobile app and see how many hours they have," says Jamie. This change has helped bring the old paper processes of requesting time off into the digital age. "Everything they need to do, they can do online, and it's all paperless," says Jamie.

The benefits of digitizing aren't only for employees though. Instead of manually pulling PTO hours reports whenever an employee requests time off, Jamie can simply go into the employee's profile and see how many hours they have. "Not only were time off requests submitted on paper before, but I also had to compile balance reports manually to see if we could grant the request," says Jamie. ADP TotalSource has eliminated nearly all paper-based processes and manual entry, empowering both employees and the HR staff alike.

Envisioning future growth with full-service HR

Jamie says other company leaders also plan to take advantage of ADP TotalSource resources for safety and training protocols in the near future. Now that Jamie and her team have grown so comfortable with the tools and resources available through the ADP TotalSource platform, they know they can rely on their support team for guidance no matter what's on the horizon. Backed by ADP's full-service HR, Jamie and the team manage HR and payroll more efficiently than ever before, allowing them to shift their focus to driving continued growth and success for Innovative Machining LLC.

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—Jamie Zoromski,
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