



The road back to efficient and reliable payroll management



Priscilla Lopez
Corporate Payroll Manager
Marcou Transportation Group

Headquartered in Waltham, Massachusetts, the Marcou Transportation Group is a provider of transportation and third party logistics services supporting the automotive industry. Founded in 1978, its grown to over 1,200 drivers, owner-operators and support staff. But despite its steady growth, they've always remained steadfast in their mission to always put the employee first.

As an ADP Workforce Now® client, Corporate Payroll Manager Priscilla Lopez relies on ADP to help ensure efficiency and employee satisfaction. However, when the decision was made to move the payrolls of six of their sixteen companies to a different payroll provider, she immediately noticed a drastic difference in the quality of service and functionality.

Business challenges

- The Paycom platform was unable to meet the complex payroll needs of Marcou Transportation Group's with its shift nuances and contract stipulations.
- Paycom's customer service was unreliable and often caused holdups which impacted productivity.

By switching the six payrolls from Paycom back to ADP Workforce Now, the team realized immediate benefits from improved integration and efficiency, and also realized they found a partner who was positioned to meet their future needs.

The grass isn't always greener...

"We lived and learned over the six years we were with Paycom," says Lopez on the decision to switch to Paycom in 2016. However, by 2022, it became apparent that a change was needed. "Paycom made a lot of promises they were unable to deliver on. We had trouble getting our regular client service rep to answer any questions. We got delayed responses which delayed our payroll."

The Marcou Transportation Group knew it was time to bring those six company payrolls back to the reliability of ADP.

Quick Facts



Company:
Marcou Transportation Group



Headquarters:
Waltham, MA



Industry:
Transportation



Employees:
1,200



ADP Products:
ADP Workforce Now®



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"The difference between Paycom and ADP is night and day," says Lopez. "We have complex payrolls, with shift differentials and union shop nuances, which require a robust solution that Paycom couldn't provide. When we came back to ADP, we were excited because we knew the product and were confident in its capabilities to fulfill the needs we had."

Seamless implementation and reliable service

The implementation process with ADP was a testament to the strong support system ADP provided. And after experiencing spotty customer support for so long, having a dedicated and reliable client service manager was a welcome change. "The implementation team was fantastic, and once we got our dedicated client service manager, it's been seamless ever since," says Lopez.

What's more, Marcou Transportation greatly benefits from ADP's attention to detail, especially when it comes to year-end processing.

"With ADP, our year-end processing is flawless. With Paycom, we always ran into problems. Amendments were a regular thing with Paycom and they didn't make it as easy. In the 11 years we've been with ADP, we have seldom needed any amendments."

Elevating employee experience and operational efficiency

The return to ADP significantly impacted employee experience and operational efficiency. With one-stop access to vital functions like reporting and time and attendance, ADP Workforce Now has improved managers' accessibility, facilitated timely updates and significantly improved processing times. Lopez adds,

"ADP makes it easy for our managers to go in and update punches. They're notified via email, and if they've opted in for text messages, they receive notifications on their phones, so they can process things in a timely manner - which allows me to do my part."

What's more, ADP Workforce Now's interface is user-friendly —even a junior HR or payroll team member can learn the platform. Senior leadership appreciates the reports they run and the ease of processing additional batch payrolls to cover bonus payouts twice a year.

Long-term employees also enjoy how easy it is to manage their information in the system. Lopez has found that many drivers do not have smartphones. ADP's versatility has allowed her to set up kiosks at several locations and cater to those employees' specific needs.

"Believe it or not, many of our long-term employees do not have access to a smartphone and depending on their age, may not be computer savvy. Setting up kiosks has allowed us to offer self-service access, and many of them are surprised to learn how easy it is to use."

Looking down the road

With ADP Workforce Now, the Marcou Transportation Group has found a partner who instills confidence through reliable consistency. And with future growth on their roadmap, Lopez knows that ADP's scalable solutions and responsive customer service ensures they are well-equipped for any and all future challenges.

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If someone's considering buying ADP, I would not hesitate to tell them to do it. ADP has a product that will fit your business needs and will grow with you."

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