



# A strategic approach to HR: Optimizing with ADP® Comprehensive Services



**Cory Christensen**

Senior Director of HR and Professional Development



**Diana Harney**

Chief Operating Officer and Executive Vice President

## Quick facts



**Company:** Maverick Solutions



**Headquarters:** Wake Forest, NC



**Industry:** Professional Services



**Employees:** 63



**ADP products:** ADP® Comprehensive Services



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Maverick Solutions delivers customized training and digital adoption solutions for enterprise cloud software applications. Their proprietary ENGAGE training and adoption platforms, coupled with a unique service methodology, dubbed Training as a Service (TaaS), serve to increase user adoption and help enterprise organizations realize a maximum return on their cloud software investment. After 23 years in business, Maverick Solutions has trained over two million users.

## Business challenges

- Onboarding and record keeping were paper-based processes, making management of remote employees inefficient and complicated.
- Benefits open enrollment required multiple manual inputs to ensure elections were secured, transposed into payroll deductions and confirmed with the broker.
- Compliance with newly introduced state laws made meeting employer obligations for their multi-state workforce challenging.

**ADP Comprehensive Services helped Maverick Solutions streamline their HR processes into a single, integrated platform, optimizing their onboarding, employee management, compliance, benefits enrollment and HR tasks. Now, leadership spends more time investing in company culture and strategic growth planning for the future.**

## Paper processes are in the past for this HR team of one

Cory Christensen, senior director of HR and professional development, remembers life before joining Maverick and having access to ADP Comprehensive Services. "The paperwork involved with employee onboardings, background checks and benefits renewals was nuts — it was such a convoluted process and completely ridden with paperwork." As the sole member of the HR team, Christensen knew that in order to bring more humanity to his role, and to the employees relying on him, he needed support.

## Benefits at the click of a button

Benefits enrollment doesn't include paperwork anymore, according to Christensen. "Everything is digital now. Our employees watch the benefits open enrollment presentation online, log into their ADP account and select the benefits they want. It's that simple. And on top of that, their elections are automatically tied to payroll, so the pay deductions are set up automatically."

Electronic open enrollment has saved Christensen hours of manual work previously spent keying in data across several platforms. With the time and effort he's saved through electronic enrollment, Christensen now spends that time on team-building initiatives and reinforcing Maverick's core values.

## Speeding up the onboarding process

Onboarding remote employees has gotten a lot easier, too. "Before, what could easily be a two-day process of flying a new employee out to our main office, having them go through all the onboarding paperwork, and then training them on the basics, is now something we get done in about 90 minutes."

All employee Form I-9s are processed electronically through Maverick's e-Verify system, embedded within the ADP platform. The background check, employee handbook review, and signatory process are also entirely digital, with records saved to each employee's profile. "It's a completely seamless process," says Christensen. "I log into ADP and all their new hire information is saved automatically. I don't have to come into the office for any part of the process, and neither do they."

## Real compliance support from a strategic partner

As Maverick grows and hires more remote employees, they know keeping up with compliance will become more challenging. Diana Harney, chief operating officer and executive vice president, says the team of committed pros they have at ADP is indispensable.

"I knew I wasn't going to be able to manage all the compliance on my own," she says. "Without our HR representative, we would have had to hire two or three more people just to research and handle state compliance and employee management. But now it's like we've added compliance expertise to our team."

## Everything in one integrated solution

Even though Harney's role isn't direct HR management, she still logs into ADP frequently and gets an overview of everything, from pay statements to compliance items to 401k to benchmarking data and time and attendance information, all within a single platform. She shares, "It's all in one place, and I love logging in and accessing everything so easily."

Christensen also says having everything in one place has saved him a significant amount of time. "It's hard to quantify, but the fact that all company and employee data lives in one single platform makes tracking and reporting much easier, saving us so many hours."

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I foresee Maverick staying with ADP for many years to come. It's very scalable and offers everything we need right now, and I know we can add on more features as we grow and expand.”

—**Diana Harney**,  
Chief Operating Officer and  
Executive Vice President,  
Maverick Solutions



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### More strategy, less getting lost in the daily tasks

When they first implemented ADP Comprehensive Services, Christensen saw it as a way to help manage their necessary HR tasks so they refocus on their people. "Once we were able to elevate ourselves out of the tactical work, we could focus on building up our culture more and showing our employees we care. It's enabled us to put the human back in HR."

Harney sees the partnership as a way to be more strategic. "Because ADP Comprehensive Services has taken away so much of the manual work, I don't spend much time getting in the weeds of employee management and processes anymore," she says. "It's allowed me to get out of the minutia of the day-to-day and elevate my point of view so that I'm thinking about how we can make Maverick even more scalable."

### Looking to the future

When Harney and Christensen think about the future, they have a common goal of broadening Maverick's reach and increasing its impact. "Now that ADP has taken on the manual work, I get to spend more time with the executive team and help guide Maverick's development and forward motion," says Christensen. "As we explore growth, we know that whatever happens, we'll be able to tackle it confidently because we have sound guidance from ADP. The assurance that ADP Comprehensive Services brings to Maverick is worth its weight in gold."

Harney says her favorite part of her job is using the growth mindset to plan how they can move Maverick into its next era of evolution. "I foresee Maverick staying with ADP for many years to come. It's very scalable and offers everything we need right now, and I know we can add on more features as we grow and expand."

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