



# Efficiencies help a tech company put the “human” back in human resources

Naviant is an innovative consulting services organization specializing in process automation, digital transformation and content management services to clients. Their workforce is entirely remote and works across 23 states and two countries. With a focus on offering the most advanced technologies, Naviant’s move to partner with ADP® aligns perfectly with their innovative approach to business.

## Business challenges

- Taxes and multi-state compliance management was complex and prone to errors
- Employees in multiple states made paper-based processes impossible
- Manual work bogged the HR team down, reducing face time with candidates and employees

ADP Comprehensive Services and its team of committed pros helped Naviant streamline payroll and compliance management across 23 states. With a single platform integrating HR, payroll and compliance, the HR team is now more strategic and gets to prioritize employee engagement.

## Managing payroll and HR across states

When Tricia Shields started at Naviant, they were only in three states. But their explosive growth — boasting remote employees in 23 states across the United States and even some in Canada — came with complex compliance requirements and endless HR tasks. It was no longer physically possible to hand out paper Form I-9s or collect benefits election paperwork. Naviant knew it was time to rethink their process.

Managing multi-state and multi-national payroll is a complex job that used to be time-consuming for Shields and her team. Now, ADP takes on the nuances of paying across states — from setting up the business to pay taxes in a new state to detailing state-required benefits in the employee handbook. “Our organization’s payroll is complex and multifaceted, but the ADP payroll team does a phenomenal job.”



**Tricia Shields**  
VP of Human Resources

## Quick facts

-  **Company:** Naviant
-  **Headquarters:** Madison, WI
-  **Industry:** Professional & Technical Services
-  **Employees:** 100
-  **Product:** ADP® Comprehensive Services

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ADP Comprehensive Services  
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## Making a good first impression with new hires

As a leader in the tech space, Naviant's first impression with new hires is crucial. A seamless, digital onboarding experience helps them lead the way instead of just playing "keep up" with other organizations in the industry.

"The programming we're able to set up for new hire onboarding through ADP Comprehensive Services helps us make our new employees feel welcome," says Shields. "It guides them through their initial setup and long past their first day."

## Streamlining benefits enrollment

As part of their partnership with ADP Comprehensive Services, Naviant values the integration of benefits carriers within the platform. Before the partnership with ADP, employees communicated their elections to HR staff, and then HR staff turned around and provided those elections to the carriers.

With ADP, this is now a streamlined approach, saving time and reducing errors. Instead of the time-consuming, manual process, employees can now choose their benefits directly through their employee portal (or through the mobile app), and those elections are sent directly to the carriers — no HR staff involvement required.

"This kind of cutting-edge technology helps us keep up the growth and expansion of our organization," says Shields. "It eliminates so much tedious HR work and gives us time back that we can use to connect with employees."

## Looking to the future

In an industry as competitive as tech, Naviant knows offering a competitive compensation package is crucial to attracting and retaining the right talent. They're gearing up with ADP's compensation benchmarking and analysis tools to create a pay strategy that sets them apart from the competition and makes employees feel appreciated and cared for.

*"Right now, we're keeping track of all of the compensation pieces in a more manual process, but I'm excited to see what the compensation analysis tools can do for us and what we might learn from the benchmarking tool."*

## The ROI for human resources

As a technology company, the leadership team at Naviant is almost always asking "what's next", how can they automate and maximize efficiencies to give their HR team more time to focus on strategic initiatives. Backed by ADP's forward-thinking solutions and leaning on their growth-oriented mindset, Naviant is constantly looking for the next way to level up their business.

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