



Empowering community safety through efficiencies in payroll and HR



Paul Lunan
Manager of Programs and Community Engagement
One Community Solutions

One Community Solutions is a cornerstone of compassion and safety in Toronto, dedicated to providing security solutions, crisis intervention and overdose response for unhoused individuals. Paul Lunan, the Manager of Programs and Community Engagement, leads their Community Safety Team. This highly specialized team is trained in overdose management and first aid and plays a crucial role in community health and safety. One Community Solutions relies on ADP to streamline their HR and payroll services, to ensure that Paul and his team can focus on this critical work.

Business challenges

- Supported by a payroll team of one, One Community Solutions found that Quickbooks was unable to scale to meet their growing needs.
- Quickbook's customer service was often unreliable, resulting in payroll processing delays.
- Manual payroll and HR processes were time-consuming for such a small team.

With the help of ADP Workforce Now[®], Paul and his team maximized their payroll and HR efficiency with a streamlined solution and expert support.

From solo efforts to team success with ADP

Before partnering with ADP, One Community Solutions relied on QuickBooks for payroll processing. Though the system initially worked well, it became insufficient as they quickly grew and expanded.

"QuickBooks served us for a while; however, as we grew in size, it could no longer handle what we needed it to do. Often, it would take several days to process payroll," Paul recalled, revealing the inefficiency that prompted their switch to ADP.

Quick Facts



Company:
One Community Solutions



Headquarters:
Toronto, ON



Industry:
Community Services



Employees:
150



ADP Products:
ADP Workforce Now[®]



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Switching to ADP provided One Community Solutions a more comprehensive payroll solution and a full team of customer service specialists who now support their payroll team of one.

"We are currently a payroll team of one, but with the support we receive from ADP, it's like having a team of payroll experts behind us," Paul explained, highlighting the transformative impact of ADP on their operations.

Where support, efficiency and compliance meet

Transitioning to ADP uncovered numerous benefits for One Community Solutions, most notably with customer support. "If there was an error with QuickBooks, it would be a huge problem to fix. There was nobody to call when issues happened," says Paul, "but with ADP, if I have a question there's somebody to call, there's an email to send, somebody's going to respond to me."

Additionally, ADP Workforce Now's integrated platform meant One Community Solutions could enhance its HR and payroll functions without having to increase its headcount. "Before ADP, our payroll and HR processes were completely manual, but now, ADP provides us with the functionality that allows us to do everything in one place," says Paul.

A partner in growth and accountability

Transparency in spending is paramount for an organization funded by public agencies like One Community Solutions. ADP's platform facilitates precise tracking and reporting of financial data, which is essential for One Community Solution's operational compliance.

"ADP allows us to track financial information, show where our funder's money is being spent and report on it. It's essentially as close to audit-proof as you're going to get," says Paul.

A message for growing businesses

Paul Lunan's experience with ADP has been one of empowerment, efficiency and enhanced operational capability. For businesses aiming to scale and seek a reliable, supportive platform for payroll and HR functions, Paul advises, "If you're considering ADP, just know that you're going to be taken care of. ADP is going to work for you."

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