



OPAA! FOOD MANAGEMENT INC.

Opaa! Food Management is a food service company that partners with rural and urban school districts in the K-12 setting to manage their cafeteria programs and provide nutritious meals for the students and faculty they serve. They service over 300 districts throughout the Midwest covering approximately 900 school buildings in total.



Jane Luers
Vice President,
Human Resources



Amanda Behlmann
Human Resources
Generalist



Cody Null
Information Systems
Administrator

QUICK FACTS

Company: Opaa!® Food Management Inc.

Headquarters: Chesterfield, MO

Industry: Cafeteria services

Employees: 4,000

ADP products: ADP Lyric HCM

Learn more about
Opaa! Food Management Inc.
at opaafood.com

WHY ADP LYRIC HCM?

Jane: When we started to look at Lyric, we were in a period of high growth. We've doubled the size of the company twice in the last 10 years, and are on track to do that again. We needed to leverage technology so that we could manage our growth and become more productive and efficient. The system integration piece was huge for us because we had these 10 different systems that required redundant data entry and didn't communicate with each other. It just wasn't working for us anymore.

Amanda: Lyric was more flexible and it provided us the integrations that we needed. We're able to roll out more training to our field, so they have the tools that they need to be successful in their roles.

THE IMPORTANCE OF STREAMLINING SYSTEMS FOR DATA INTEGRITY

Cody: From my point of view, the single most impactful change that Lyric has had on our organization's people data is the accuracy in that data. We had so many issues of inaccurate titles, dates, names that it was hard to keep track of. Implementing Lyric helped us discover a number of redundancies in our processes that we were able to correct. Now, all that information is instantly at my fingertips.

Jane: Our move to Lyric helped us uncover the fact that we had an incredible amount of manual, redundant work. We didn't really realize that until we went through the coping exercise. Lyric helped us eliminate multiple entries in multiple systems by multiple people. With bi-directional communication, the data flows from Lyric into other systems and back. We know that once we enter something into Lyric, it's going to be correct in our other systems.

This has taken the management of our workforce and our people data to an entirely new level. One of our core values is a commitment to continuous improvement and this fits right along with that.



Amanda: Data integrity is very important to our company. In the manager self-service function, there were a couple fields that the managers were changing that we really didn't want them to change. When we talked to our customer service team about this, they were able to take our concern directly to product development and within a couple of days, we were able to lock down those fields that we didn't want changed. So that, in of itself, helped with our data integrity.

GAINING EFFICIENCIES

Amanda: Lyric has made employee self-service so easy to use, and that is invaluable to Opaa! Our employees used to call in with simple questions on how to change their address or how to change a direct deposit. We have over 4,000 employees who are now able to make all their changes without ever having to make a call to the corporate office. While we're more than happy to help employees, the decrease in calls coming in for simple questions has allowed us to work on more strategic initiatives and help managers with more significant problems.

Lyric has also helped us improve our termination management process. The tool is very easy to use. Before we even trained our managers on how to use that function within the system, they were able to select the employee, follow all the steps in the wizard and then submit a termination accurately the very first time. Now that employees are being terminated in a timely manner, we are seeing cost savings from a benefits standpoint.

A GAME-CHANGING IMPLEMENTATION EXPERIENCE

Jane: We had an absolutely amazing implementation experience. The ADP team was phenomenal. I just can't say enough good about them. The skill sets of the team were impressive and they worked with us hand-in-hand on this project. We really truly felt we were one team working toward a common goal.

We could tell they have a true passion to serve because whenever an issue or snag came up in the implementation process, they were on it. They were aggressive about finding a workaround or permanent solution.

Amanda: The relationship we have with our implementation team and the ADP team as a whole, has just been amazing. Because of the pandemic, we had virtual meetings every day, and I felt like I got to know those people as well as if we sat face-to-face. Our implementation team listened to all our concerns. I was so amazed at how quickly they could analyze our data. They were able to make suggestions on things that we didn't even see, and I'm in this data every day.

Cody: Implementation was awesome. It was extremely smooth and working with the team was very enjoyable. Opaa! has a really unique structure and they worked with us day-in and day-out to quickly address any issues or questions that we had. It was a lot of hard work on both sides and we were able to achieve all of the goals that we set out to. I can't say enough 'thank yous' to that team because they were always extremely helpful and responsive.

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—Amanda Behlmann,
Human Resources Generalist

WHEN IT COMES TO SERVICE, HAVING THE RIGHT HCM PARTNER MATTERS

Jane: We just recently transitioned from the implementation team to the Customer Service team, and it was absolutely seamless. Actually, the Customer Service team came on board with our implementation at least a couple of months prior to the transition. When the implementation team faded away, we didn't notice a difference because the Customer Service team was already part of our team. Again, that's just deepening that partnership. We had a great deal of comfort and confidence in the fact that they knew Opaa! and they knew what they were doing.

Amanda: I've dealt with many vendors over the years and the one thing that sets ADP apart from any other vendor is the transition from the implementation team to the customer service team. It's flawless.

They were partners whenever we ran into a problem. It was never, "No, we can't do this." They were always like, "Let us take this back and see what we can do." And within a day or two, they were giving us solutions about what we could do, and they would give us the pros and cons of those solutions. They knew our company so well after working with us for so long, they were able to tell us, "I think this solution will be best for you."

We have ADP team members with specific focuses on human resources, payroll and time, and I think having those three resources is very impactful because we know exactly who to go to. At the same time, if we have a question for one team member, the other team members are also seeing any ticket that we put in and they can talk about any downstream impacts that we may not have thought of. Working together with that entire team is very important for the success of our company.

There are still a few things that we are looking to enhance, but the team knows our concerns and they're actively looking for solutions.

LOOKING AHEAD

Jane: Lyric brings a whole new level of data analytics to us. We are able to see and do things that we've never been able to do before, which gives us more insight into our workforce, helps us understand our workforce a little bit better and predict what's going to happen. We're really looking forward to the real-time analytics that will be coming our way soon and I'm also looking forward to utilizing the benchmarking functionality of the system.

Cody: Lyric is really perfect for Opaa!. We have a unique environment and workplace to manage that present a lot of challenges. Lyric is so customizable and has accomplished everything that we've needed it to. I'm most looking forward to seeing how we can streamline processes with future implementations and make everyone's job easier.

Amanda: I'm really excited about the ease of use of the system and the advanced, real-time reporting function that we have within the system. Being able to actually see the data when you're pulling a report and change it in real time if it's not exactly what you're looking for, instead of waiting for the report to run and having to start over, is going to be a huge game changer for Opaa!.

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—Jane Luers,
Vice President Human Resources



One thing we need to work on is increasing communication with our employees at all levels and I think the StandOut®, ADP's engagement and performance solution is going to be paramount in helping us do that. We're also implementing the performance management solution, and I think it's going to be a great tool for our managers to give feedback to our employees, and for our employees to give feedback to their managers. I'm really excited about these two opportunities.

Opaa! has four core values that we live by, one of which is a commitment to continuous improvement. The implementation of the Lyric system is the definition of commitment to continuous improvement. The amount of efficiency gains that we've seen, the amount of time saving that we've seen ... we're excited to see even more savings in the future.

If someone would ask me about Lyric, I would say, 'go for it'. It has been a game changer for our organization. It is intuitive. Our employees find it very easy to use. We're so excited about the data management opportunities that we see in the future and the implementation process could not have been smoother.

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—Cody Null,
Information System Administrator