



Fueling the workforce with a recharged HR experience



Katie Heffington
Director of HRIS and Payroll
OWL Services

Based out of Troy, Michigan, OWL Services is the premier construction, installation and service provider to fuel stations and electrical vehicle charging stations.

Over the last few years, OWL Services has been growing rapidly, merging ten companies into one. These mergers created significant change and sometimes difficult challenges. Director of HRIS and Payroll Katie Heffington didn't back down from those challenges; she met them head-on with one goal in mind: improving the HR experience for OWL Services employees.

Business challenges

- Rapid growth through acquisition resulted in several disparate payroll, HR and benefits systems and service providers.
- Constant growth created an unpredictable and varied employee experience.

With ADP Workforce Now®, OWL Services found a scalable solution that could grow with them and accommodate their workforce's current and future needs, no matter the size of their organization. With a single payroll and HR system in place, OWL Services can consolidate processes and standardize and improve the employee experience from onboarding through performance management.

Building a brand new HR experience

When OWL Services began to consolidate into one company, each company brought its own payroll and HRIS systems with them. "We had Paylocity, Paycor, Quickbooks...", says Heffington. "We needed a unified solution that could streamline operations, was tailored to our company's current operations and scalable enough to support future growth."

So Heffington went to the market, did her research and found that ADP Workforce Now was a one-stop shop that could handle all of their needs.

"ADP is so much more than just payroll. We use them for recruitment to performance management and everything in between. It helped us consolidate everything into one system that talks together. One source of truth."

Quick Facts



Company:
OWL Services



Headquarters:
Troy, Michigan



Industry:
Construction



ADP Products:
ADP Workforce Now®



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Top-notch onboarding

When you're bringing employees from different companies together, you need to ensure everyone feels welcome, informed, and on the same page. It can be a daunting task, but with ADP, OWL Services delivered a seamless onboarding experience. Not only did ADP's onboarding module help them map out an efficient way to take new employees from recruitment to onboarding, but it also set them apart from their industry peers.

"Having ADP for onboarding has been our number one time saver and has set us up as an industry leader when it comes to how we onboard our employees," says Heffington.

Mobile app adoption

Change is hard, especially for employees going through an acquisition. OWL Services was aware of this and leaned heavily on ADP's mobile app to create an easily accessible, on-the-go user experience for its newly combined workforce.

"The majority of our employees are out in the field and many of them do not have home computers. The ADP mobile app gives them immediate and direct access to their pay, time, benefits, clocking in and out...having the mobile app was absolutely the number one feature we needed."

Open enrollment success

Towards the end of last year, Heffington and her team completed their first open enrollment cycle with ADP and found the process to be effortless. "Our employees absolutely loved it. It was easy to set up beneficiaries, add dependents and select benefits," she says.

Heffington also enjoys the accessibility, noting you can use a phone, tablet or desktop to complete your selections, and attributes this simplicity to the outstanding completion rate they experienced their first time through. She adds, "After finishing our first open enrollment period with ADP we had our highest completion rate ever!"

Implementing performance and compensation management

Up next on OWL Services HR RoadMap: performance and compensation management—and Heffington cannot wait! She adds, "Last year, we did everything through emails and spreadsheets, and we had to ensure we didn't mess up any of the formulas to ensure raises were logged accurately. I am extremely excited to soon have it streamlined through ADP!"

Once implemented, OWL Services will have a system in place to streamline the review process and add transparency around compensation.

"Our implementation team has been wonderful. They are a great group of ADP experts and I cannot wait for it to be up and running and for management to experience what a great product it is."

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