



## Unlocking client benefits with ADP® Partner Advantage



**Bliss Bailey**  
Human Resources Manager  
Industrial Distribution Corporation, Inc.



**Madison Haas**  
Account Executive  
Marsh McLennan

Industrial Distribution Corporation, Inc. is a manufacturer of air conditioners, heat exchangers and fan systems. When it came to in-house processes, Industrial Distribution Corporation faced several challenges:

### Business Challenges

- Completing open enrollment was a complicated and time-consuming process
- Customer support was lacking, requiring HR to constantly follow-up with the vendor
- Asking for and managing employee feedback was difficult

**In need of change, they approached Madison Haas, an account executive with Marsh McLennan, America's eighth-largest employee benefits agency, looking for answers. Since Marsh McLennan is part of the ADP Partner Advantage program, Madison has seen first-hand how their clients benefit from the partnership—she recommended ADP® right away.**

### Partnership has its privileges

As a broker in the ADP Partner Advantage Program, Madison and her clients receive exclusive tools and resources only available through the program. Program benefits like a dedicated executive relationship manager, client-facing customer service and unrivaled open enrollment support. Madison's favorite Partner Advantage benefit is the ability to see real-time client information, through her "Partner Access Portal". "I'm always informed with up-to-the-minute client data at my fingertips. Whether through ADP or me, my client feels supported and happy."

Customer support and technology weren't the only things Madison considered when recommending ADP. Well aware that Industrial Distribution Corporation's open enrollment period was quickly approaching, Madison was confident ADP could deliver a worry-free implementation. As a broker in the ADP Partner Advantage Program, Madison is able to provide her clients a dedicated implementation team - a benefit unavailable to most ADP clients. And having already experienced ADP's team in action with more complex implementations, she knew ADP had the expertise to get her client quickly where they needed to be.

"Being able to offer a full benefit technology suite with Decision Support and Carrier API integration is a game changer. Our clients feel confident going in to their busiest time of the year."

With Madison's recommendation and ADP's help, Industrial Distribution Corporation was ready to face open enrollment and found more time to focus on what really matters: its people.

#### Quick Facts



**Company:**  
Industrial Distribution Corp.



**Headquarters:**  
Irving, Texas



**Industry:**  
Manufacturing



**Employees:**  
158



**ADP Products:**  
ADP Workforce Now®



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## Completing open enrollment with a trusted partner

Change can be hard, and Bliss Bailey, Industrial Distribution Corporation's Human Resources Manager was unsure at first about switching to ADP - a product demonstration changed all of that. Bliss was so impressed with the scope of ADP's offerings she wanted to begin implementation right away. "It's hard to imagine going back to the old way of doing things — it was almost "archaic." And with the support of her dedicated service representative, another resource offered through the Partner Advantage Program, she's now saving more time than ever.

"ADP is my partner and they get me through open enrollment every single year. I don't know what I would do without them."

Bliss isn't the only one benefiting from using ADP. Her employees enjoy using the self-service features when choosing their benefits plan. They have access to Decision Support, an exclusive Workforce Now feature, which provides a side-by-side comparison of plans so they can select the one that is the best fit for them.

"Our employees love the self-service feature. It's empowering being able to go in and see all your benefit options laid out and make your selection based on what is most important to you."

## Putting the human back in human resources

ADP helps Bliss save time on tasks such as email reminders and collecting survey data. With the Voice of the Employee feature, surveys are easily pushed out to employees, helping her gather important insights and take the pulse on how employees are feeling.

"I use Voice of the Employee to create surveys and gather employee feedback. I love being able to hear what employees are thinking about and how we can make changes to exceed their needs and expectations—it really puts the human back in human resources!"

**"Overall, ADP really helps us streamline benefits. It has taken so much work off my plate."**

**Bliss Bailey**  
Human Resources Manager  
*Industrial Distribution Corporation*



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