



Harmonizing HR processes with ADP Workforce Now



Christie Woodard
Director of Human Resources
Paul Reed Smith Guitars

Maryland-based Paul Reed Smith Guitars (PRS Guitars) is renowned for crafting some of the world's finest guitars and amplifiers. With many of its workforce being musicians themselves, PRS Guitars' commitment to quality is evident in every aspect of its operations. And with nearly 500 dedicated staff and subsidiaries across the globe, including in England, Japan, and Canada, Christie Woodard, Director of Human Resources, set out to streamline their internal HR processes and bring operational harmony to PRS Guitars.

Business challenges

- Highly manual processes were inefficient and time-consuming, often pulling HR employees away from core tasks.
- Multi-state and global compliance complexities were a challenge to keep up with, for such a small HR team.

With the help of ADP Workforce Now®, PRS Guitars transformed its HR and payroll processes, making the behind-the-scenes operations as smooth as the melodies their products are so well known for.

A quest for operational harmony

With a small HR team managing everything from onboarding to compliance for multi-state and international tax laws, Christie knew she needed help creating efficiencies and reducing the never-ending paperwork her team were facing on a daily basis. Since implementing ADP Workforce Now, Christie has reduced the manual work for her team, optimizing operations and eliminating the need for increased headcount.

"ADP has been instrumental in helping us be more efficient," says Christie. "I have a small team. ADP allows us to run relatively lean while reducing any extraneous work."

Quick Facts



Company:
Paul Reed Smith Guitars



Headquarters:
Stevensville, Maryland



Industry:
Manufacturing



Employees:
500



ADP Products:
ADP Workforce Now®



Always Designing
for People®

Amplifying efficiency with ADP onboarding

Perhaps one of the most labor-intensive processes for Christie and her team was onboarding. At one time, onboarding included a thick stack of paperwork that was completed on-site by the employee and then painstakingly entered manually into the system by HR - but not anymore.

"Since we bring on 12 to 15 people a month, the ADP onboarding process has been our biggest game-changer. Our new hires complete their paperwork independently, allowing our HR team to reclaim precious time." Christie adds, "With ADP Workforce Now, our HR team saves one and half hours in the onboarding process for EACH new employee. Data is more accurate and our new team member is ready to go Day One."

ADP has assisted PRS Guitar in becoming an employer of choice, providing candidates and new hires with an excellent first impression and introduction to their iconic brand.

"ADP really helps us present a polished and professional look through our communications. On day one, we send out a branded onboarding email that contains everything our new hire needs to know, all in one place. It seems simple, but behind the scenes, we know it's not. ADP just makes it look effortless."

Staying in tune with tax compliance

Managing tax complexities in multiple jurisdictions is complicated. For Christie, it used to include checking several locations to get all the proper tax documentation she needed. ADP makes it easier for her to consolidate and access that information all in one place.

"With ADP, I can easily download the different tax documents our auditors or our accounting team needs without hassle," says Christie.

What's more, ADP keeps Christie up to speed with changing regulations, which she relies on for PRS Guitar's 17 state locations.

"The tax dashboard is incredibly easy to use, and if there are any changes or alerts we need to be aware of, they pop up there (the tax dashboard) for us to see and are also pushed out to me through an email notification."

International payroll rockstars

Thanks to ADP, Christie and her team can easily manage the complexities of running payroll in multiple countries and can handle compliance with international tax laws without missing a beat.

When PRS Guitar opened its Canadian subsidiary a year and a half ago, Christie knew exactly who to turn to for cross-border payroll. With ADP, it's been a smooth process from implementation onward, and Christie is thankful for a payroll partner who makes PRS Guitars look like payroll "rockstars."

"ADP Cross-Border services is a very easy product to use. It takes 10 minutes to run payroll and I rest easy because I know it's taken care of every single time."



"... our HR team saves one and half hours in the onboarding process for EACH new employee. Data is more accurate and our new team member is ready to go Day One."

Christie Woodard
Director of HR
Paul Reed Smith Guitars



Always Designing
for People®