



# Creating an optimized system

When Paula Whittaker joined Pennsylvania-based manufacturing company QFix as its HR Manager, she met both a new team and a human capital management (HCM) platform from ADP® that she had never worked with before called ADP Workforce Now®. Coming from a small company where she managed and processed everything manually, Paula was faced with the challenge of not only using, but optimizing, this dynamic, automated system.

With one-on-one help from ADP Professional Services, Paula was able to work with her advisor to become proficient in ADP Workforce Now as well as save time and create efficiencies for herself and her team. Learn more about Paula's experience working with HR Excellence.\*

## On the challenge of learning a new system





Prior to my current role, I worked for a small company where I was responsible for everything HR and had to do it all manually. When I joined QFix, they sat me down with ADP Workforce Now and a password and gave me some basic knowledge on how to log in, how to do payroll and which areas of the system we had access to. I didn't really have the training for it — it was up to me to figure out how to use and optimize the system.

At first, it was a lot of downloading manuals, searching for answers online and calling the ADP service center to learn how to use an automated system. It was intuitive enough that I could do some basic things like run payroll, but I knew that there were a lot of other features available that would make my life and our employees' lives easier — I just needed to figure out how to use them.

Paula Whittaker  
HR Manager



## Quick facts

-  **Company:** QFix
-  **Headquarters:** Avondale, Pennsylvania
-  **Industry:** Manufacturing
-  **Employees:** 140
-  **Product:** ADP Workforce Now®

Learn more about QFix at  
[qfix.com](https://qfix.com)

  
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HR Manager

## On finding a solution

I called our ADP sales representative and asked if there was someone who could sit down with me and show me some things that could help make my job easier and free up time to focus on our strategic initiatives. She recommended HR Excellence\* from ADP Professional Services, which would assign me an advisor to show me areas of the ADP system that we could be using better. I could use the allotted hours however I wanted to, whether it was somebody showing me how to do the work and letting me take the reins, somebody working with me to do it together or even having somebody do the work for me.

HR Excellence\* seemed like a good way to help get me going, and I liked that I would have one dedicated advisor to work with. I also liked that the hours would be at my pace and on my schedule. So depending on what time of year it was, I could work with the advisor a couple hours a week or not at all, based on what was going on in my HR world at that time.

## On getting started with ADP Professional Services

To start, our HR Excellence\* advisor, Eileen, spent time reviewing our system and sent us a very comprehensive report on what we were doing well, what we were missing and what we could work on. We spent an hour going over that report together which was very helpful because, as I suspected, there were areas that we didn't know were there or that we weren't using right, and there were also areas that we were using but were capable of so much more.

This report really helped me figure out what my priorities were. We talked through and prioritized each of them, and then Eileen and I dove right into the first one. She is great at helping me prioritize, and she listens very well. She took our priorities and gave us a detailed roadmap.

## On working with her ADP advisor

Eileen and I often set up our phone calls via email. We usually work together for about an hour in which we talk on the phone while she mirrors my computer screen so she can see what I'm doing and guide me through it. There are other times when she will take control of my computer and do something for me to make it easier or show me where something is if I can't find it. And we've even had times when my internet has gone down and she did the work right on her computer for me if it was something that was time sensitive. We're very flexible in the ways we work together.

## On getting help when she needs it

With HR Excellence,\* we work at my pace and on my schedule. There are times that we meet two hours in a week, and then we may not meet again for a month. Eileen typically has at least a couple of hours available every week, and sometimes there are weeks she's wide open whenever I need her. Even when she's traveling, she usually has some hours available. There has never been time that I reached out and she was not available at all.

## On time savings

With the help of ADP Professional Services, I save about 15 hours a month since learning how to better utilize what ADP has to offer. For instance, we now use automated letters for candidates within the recruitment module. There's an automated offer letter, a rejection letter and everything that I need for every step of the interview and hiring process. I don't need to think about how I'm going to say something or enter information into the system — it's done automatically.

We have also optimized our resume review process. The managers are now able to review resumes right in the ADP system and let us know who they'd like us set up an interview with. There's no downloading of resumes or emails back and forth — it's all done within the system.

## On learning best practices

With HR Excellence,\* we are able to learn best practices from other companies. For instance, I like that I don't need to come up with my own wording for everything — Eileen shares examples of documents with me that I can use. It saves me a lot of time and effort so that I can spend my time doing more productive things.

Eileen is also able to help me think more critically about decisions because she has experienced similar situations with other clients. So when I need to make a decision, she's able to provide insight and help me determine the best way to move forward because she's seen it before.

## On recommending ADP Professional Services

I have gained more knowledge than I ever imagined possible through HR Excellence.\* Through one-on-one consultations, our advisor helped us to focus on the strategic aspects of HR instead of the manual aspects. I would certainly recommend HR Excellence\* to other HR professionals — it allows me and my HR team to add value to our company.

\*The HR Excellence offering has been updated and renamed as ADP Workforce Now Optimization Services. Please reach out to your representative to learn more.

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