



Making waves with enhanced employee engagement



Doug Collier
Manager of Team Development and Culture
South Carolina Aquarium



Paul Nunez
Director of Team Development and Culture
South Carolina Aquarium

Located in the scenic Charleston Harbor, the South Carolina Aquarium prides itself on its dedication to marine life conservation and providing an exceptional workplace for its employees.

For over 20 years, the aquarium has been creating memorable experiences for its nearly 5,000 yearly guests, thanks to its team members. Looking to take employee engagement to the next level, Manager of Team Development and Culture Doug Collier and Director of Team Development and Culture Paul Nunez decided to tap into the robust features of their existing ADP Workforce Now® solution to deliver top-notch functionality to their workforce.

Business challenges

- Multiple disparate systems were inefficient, prohibiting practitioners from getting timely and accurate information.
- Timesheets and PTO requests and tracking were tedious and time-consuming for employees to complete and required multiple steps on the backend for approval.

With ADP Workforce Now, South Carolina Aquarium was able to transform its payroll processes and enhance its overall efficiency and employee experience.

A deep dive into efficiency

Collier and Nunez are both focused on creating the best employee experience and engaging their employees. Having used ADP Workforce Now at a prior employer, Collier recognized its potential to revolutionize operations at the South Carolina Aquarium. "I had used ADP in the past and I knew we were not tapping into its full potential. We were doing so many things manually on spreadsheets, but now it is all automated."

ADP's vast functionalities have unlocked new efficiencies, especially in payroll management and employee engagement strategies. Most importantly, both Collier and Nunez feel well supported by ADP. They know ADP's customer service is in their corner to help with anything new that might pop up—or if they simply need a refresher on more common processes.

Quick Facts



Company:
South Carolina Aquarium



Headquarters:
Charleston, South Carolina



Industry:
Travel & Tourism



Employees:
150



ADP Products:
ADP Workforce Now®



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Collier explains: "The ADP Workforce Now open enrollment module is very helpful. Open enrollment is something we do once a year. We forget all the steps in the interim. But the staff at ADP come online with us and walk us through all the new changes that occur with our benefits from year to year."

Time and attendance that goes with the flow

ADP Workforce Now has been a game-changer in helping South Carolina Aquarium manage its generous PTO-wellness program, converting what was an entirely manual, spreadsheet-dependent process into an automated, streamlined operation. Collier says,

"Now it's completely automated. It flows. People can get the time off. Payroll processing is able to go through and understand the time off requests and apply it towards the timecards. It really has become a win-win for everyone in the institution."

ADP's mobile app has also been popular with employees, allowing for real-time timecard edits and approvals which not only boosts efficiency but also empowers the South Carolina Aquarium's front-line employees.

"ADP Workforce Now helps us put the tools in the employee's hands that help them focus on their guests," says Collier. "Our frontline staff really enjoy having that flexibility. They don't have to run up to a time clock. They can just pull out their phones and sign in and sign out."

Payroll support creates time savings

What used to involve a tedious review of emails for payroll processing has become a seamless, automated function with ADP Workforce Now. The introduction of new payroll features and customer service capabilities has notably saved Collier, Nunez and their controller countless hours and has helped them be more efficient with their time.

According to Collier, "We've always been able to reach someone in customer service in a very timely manner. I love the fact that they can call us back in case the wait times are too long, and we can move on to something else and wait for their call."

Likewise, Nunez has found his own time-savings when dealing with payroll questions. "We're really appreciative of ADP's customer service's expertise. If we ever have an issue, we can call them, and they can do a co-browse and walk us step by step through the process."

Anchoring decision-making with fast and accurate reporting

Accurate reporting for nonprofits is critical. ADP Workforce Now's reporting capabilities have ensured that South Carolina Aquarium's Senior Leadership Team and the board are always well-informed, facilitating quick and effective decision-making.

"We are often asked for reports from the board, and thanks to ADP, we can produce accurate reports at the snap of a finger," says Collier. "ADP helps our team look like rock stars with our leadership because we have been able to reduce errors, we've been able to clean up gaps in information and our data accuracy has gone up."



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