



From paperwork to process automation: Streamlining HR with an all-in-one solution

Jeremy Copple

Senior Human Resources Manager

Iqbal Mala

Controller

Quick facts

 **Company:** Trojan Storage

 **Headquarters:** El Segundo, CA

 **Industry:** Other

 **Employees:** 150

 **ADP products:** ADP TotalSource®

Trojan Storage owns and manages 43 self-storage facilities in California, Illinois, Oregon, Washington and New Jersey. With 150 employees, Trojan's approach to business is built on providing exceptional storage experiences that are first-class and affordable for their customers.

Business challenges

- Paper-based employee records made managing their multi-state workforce difficult
- State tax and wage laws complicated payroll processing and created compliance risks
- Manual processes were error-prone and time-consuming, bogging down HR staff
- Reconciling data from multiple platforms was nearly impossible, complicating decision-making processes

ADP TotalSource and its team of committed pros helped Trojan Storage streamline compliance, payroll and all HR functions to a single integrated platform. Now, the HR team can strategically manage 150 employees across multiple states confidently and efficiently, giving them time to focus on growth.

A paperwork problem

Jeremy Copple, Trojans' Senior HR Manager, remembers when most of Trojan's HR processes were managed the old-fashioned way — on paper. "We exhausted a lot of time on projects because our processes were very manual and required writing things out," he says. Benefits, HR, payroll, and timesheets were all managed on separate platforms, so when Trojan started growing, everything got more confusing. At that point, the team at Trojan knew it was time to look for an all-in-one PEO solution.

Automation reducing paperwork and saving time

The automatic time and attendance import into the payroll system is one of the team's favorite features. It reduces manual work and creates less room for errors. "Payroll used to take three days to put together every pay period," says Iqbal Mala, Head of Accounting. "Now, with all the integration, it only takes a few hours, and it's much less stressful."



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They've also automated employee talent management through ADP's Enhanced Talent Suite. This cuts out even more paperwork and makes performance reviews seamless for employees and HR staff alike. "Doing hundreds of performance reviews on paper every year and sending them across multiple states is something I never have to think about again, and I'm so happy about that," says Copple.

A seamless implementation

When Mala found out ADP's implementation process was slated to be completed in three weeks, they felt that it was too fast. Due to additional organizational changes they were navigating, they requested a longer and more multi-stage approach. ADP's implementation team adjusted their standard timeline to meet the request and accommodate the Trojan team. Mala says he's been involved in many implementations in the past. "I can tell you the difference with ADP's implementation is the collaboration and communication from their implementation team," he says. "Many times, implementation processes are set in stone, but ADP considered our needs and made the implementation process flexible for us."

"It took deep collaboration between ADP's implementation team and us to figure out how to make this multi-state implementation really work," says Copple. "Our ADP representative had such a high attention to detail and gave us so many resources. The team communicated with us every step of the way."

Best-in-class benefits and cost stability

Before partnering with ADP, high premiums and limited options left employees frustrated with their choices for benefits. "With ADP TotalSource, there are more options and the cost is lower for both the employees and for the company," says Mala. "We've saved so much and the employees are happy."

They believe the better benefits through ADP have factored into their climbing employee retention rates. ADP's vast network of benefits partners allows our executive team to tailor our needs with the needs of our employees on deductibles, providers, deductions, and offerings. Before partnering with ADP, Trojan was dealing with a 6.5 percent turnover rate. Now that's dropped to an average of 3.5 percent turnover month over month.

Compliance with varying state laws

Having employees scattered across different states complicated Trojan's compliance obligations. With states frequently introducing and enacting new laws, ensuring compliance across the business was a daunting task, and one Trojan didn't have the resources for.

"Having the expertise of our ADP HR Business Partner to help keep us in compliance is fantastic," says Mala. "Now that we have a real expert on our team, we can keep up with state-specific requirements like printing PTO balances on pay stubs, which is legally required by the state of California."

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Controller, Trojan Storage



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Return on investment and looking to the future

When they look to the future, both Mala and Copple are optimistic. "We see this not only as a return on investment for the company," says Copple, "but for our employees. Now that we've taken this huge burden off our HR and accounting teams internally, we're focusing on growth, and that's huge." Trojan Storage has started implementing their first talent community leveraging a fully integrated recruiting module, voice of the employee communications, performance management module, and integrated with a partner to accelerate their newest initiative — Trojan Univeristy, a robust platform to streamline new hire e-learning trainings.

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