



## Upper Edge Technologies scales up their hiring and streamlines operations with ADP and ZipRecruiter



**Kimberly Hunt**  
HR Director  
Upper Edge Technologies



**Cheyenne Smith**  
HR Recruiter  
Upper Edge Technologies



**Josh Wilson**  
Chief Financial Officer  
Upper Edge Technologies

Established in 2011 and headquartered in West Memphis, Arkansas, Upper Edge Technologies serves the K-12 educational market, providing Chromebook and laptop repair and refurbishment services to clients of all sizes, across the U.S. and abroad.

### Business challenges

- Internal systems were not functioning in the face of business growth, as they were primarily manual or run through free online software
- Hiring was limited to word-of-mouth and hiring on a large scale was very difficult
- Data, though available, was dispersed across multiple systems and could not be used to drive effective decision-making or business planning

Josh Wilson, the company's Chief Financial Officer, was focused on improving the organization's efficiency, when HR manager, Kimberly Hunt, identified ADP Workforce Now® as the solution to consolidate and automate Upper Edge's HR and payroll processes, and expand their hiring and onboarding capabilities with ADP's Workforce Now's ZipRecruiter integration.

### Tapping into ADP's immediate results and long-term return

As Upper Edge Technologies grew, eventually doubling the size of their workforce in just over three years Wilson and Hunt recognized the need for a centralized system that enabled them to do more than just automate HR and payroll processes. Since implementation, ADP Workforce Now has helped to expand their recruitment reach, centralize systems and processes, improve employee experience and seamlessly transition candidates into high performing employees.

In fact, Wilson shares, "What sold us on ADP was all the added value we got. It wasn't just about replacing existing systems and gaining convenience— launching ADP Workforce Now was really the catalyst that took us to the next level in areas of our business we hadn't even considered."

#### Quick Facts



**Company:**  
Upper Edge Technologies



**Headquarters:**  
West Memphis, Arkansas



**Industry:**  
Manufacturing



**Employees:**  
60



**ADP Products:**  
ADP Workforce Now®



Always Designing  
for People®

## Expanding the hiring pool and streamlining the process

“Our recruiting was very much word-of-mouth,” says HR recruiter, Cheyenne Smith, sharing that the company’s approach revolved around referrals from current employees, making posts on Facebook and relying on searches within the local community.

ADP Workforce Now’s integration with ZipRecruiter extended their reach, allowing Upper Edge Technologies’ HR team to source huge pools of qualified applicants from across the U.S.. Storing candidate data on a single platform not only provided an excellent experience for both Upper Edge’s HR team and the candidate, but it also enabled a seamless transfer of information from the application stage through to the interview, hiring, and onboarding phases.

Wilson says, “When we opened our first position, with the ZipRecruiter integration, we got over a hundred applications overnight. We were super excited, and it enabled us to make a confident decision when hiring our operations manager. We’ve continued to have that high level of confidence for all the hiring that has come since.”

## Bringing modernity, efficiency and security to onboarding

For Upper Edge Technologies employees, the onboarding process looked like 3-6 hours spent filling out paperwork, poring over the company handbook and liaising one-on-one with Hunt. Now, newly hired employees are able to dive right in and start working immediately.

Not only is all new hire paperwork completed online, employees’ information is automatically pulled from their original application through the system. Hunt’s team has the ability to assign mentors to new hires, provide employees with access to their own information and much more.

Additionally, ADP Workforce Now offers an added layer of information security—“We never started new hire paperwork ahead of time, we had no secure online format to store people’s birthdays, social security numbers and direct deposit information. And we didn’t have a platform to share, send and receive that type of sensitive data with employees,” says Hunt.

## Data and analytics

“While the concept of being a data-driven company has always appealed to us, our ability to actually execute on that vision was limited. With ADP, there’s so much that we now can do,” shares Wilson.

He regularly uses Workforce Now’s reporting features. He loves using its customizable dashboards, which he manipulates to illustrate the key data points Upper Edge leverages to create, support and deliver their HR and employee engagement strategy. He says, “With one glance, I get a snapshot of the whole company from multiple different perspectives.”

## Conclusion

Overall, ADP Workforce Now has been a game changer for the Upper Edge Technologies team — improving employee experience, streamlining HR and payroll processes and delivering unprecedented reach in their recruitment activity.

Hunt shares, “Having ADP to help support our growth has been revolutionary. Employee files and candidate profiles are organized, we’re able to easily communicate with candidates and our supervisors are empowered to tackle more things with greater confidence. For anyone sitting on the fence of whether or not to adopt ADP Workforce Now as their HR system—it’s worth it.”



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