



Managing a big company with a small HR staff

Lisa King, senior vice president of human resources for Washington Federal, a national bank with headquarters in Seattle, Washington, spoke to us about the challenges of managing a large volume of human resource reports and procedures while equipped with a small HR staff. Read her interview below.

Business challenges

ADP®: What are the business challenges facing Washington Federal?

King: Even though we have a lot of employees that we're responsible for, our HR department has a very small staff. One of the things that I was noticing is the amount of phone calls that we would receive with questions, issues, and paperwork. Our department also has to manually process all of our reports, and with payroll, there are lots of reports that we'd run.

ADP: What were your challenges in finding a human resources provider?

King: When we were looking at a competitor's software, I was concerned that they weren't able to show us what the actual product was. What I wanted to see from them was what it looked like from an HR standpoint, from a payroll standpoint, and an end user standpoint — and they just weren't able to show us. I knew at that point I would rather go with ADP.

Business solutions






ADP: What were your major factors in choosing ADP?

King: One of the things I absolutely love about ADP is our ADP rep. He was able to get right in with us and demonstrate some of the different ADP products. We knew right then that ADP Workforce Now® would work for us. ADP Workforce Now is also scalable, so as we grow, I know it's a product we won't have to change in the near future. We could expand with this product.

Lisa King
Senior Vice President
of Human Resources



Quick facts

-  **Company:** Washington Federal
-  **Headquarters:** Seattle, Washington
-  **Industry:** Finance banking
-  **Employees:** 2,000 in eight states
-  **Product:** ADP Workforce Now®

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ADP: How has ADP Workforce Now affected your efficiency?

King: Our employees have access to self-service features such as payroll, W-2s, vacation time, and more, to answer their questions, so the calls into our HR department have reduced significantly, about 50 percent. And now that we've automated and enhanced the way we're doing things, there are all these different initiatives that we're able to do! With ADP's help, we were able to get a weekly feed that comes from the ADP system into our electronic filing system, so it refreshes and updates employees that are new hires and terms. We have an up-to-date database, and our accuracy level is up.

Also, by automating our reports, we no longer have to wait. For example, in our benefits department there are 19 reports that we need every payroll — (now that they're) automated, they run through the night. When we come in in the morning, they're ready and we're able to send them right off to people. Automating those reports has really increased our efficiencies. As things change and our needs change, we're able to just tweak a report, save it, and then customize it and run another version of it. That makes it really easy.

ADP: What is your relationship like with ADP?

King: The relationship that I have with the personnel at ADP, I would describe it as engaged. They're right there with us through all the different twists and turns and needs that our company has. My trust level with ADP is outstanding; we love ADP's product, but we stayed because of the people. The response time, the engagement, the partnership is second to none.

ADP: How has ADP contributed to your company's growth strategy?

King: Our executive team loves ADP, as we're able to get them the up-to-date data they need. It's accurate, and the system is very easy for them to use. Having the ability to access these insights allows them to make strategic decisions quicker than ever before.

ADP: How are you able to spend your time now that ADP has automated many of your processes?

King: We're able to focus on our employer brand with all of the data that we're extracting from ADP. Now we're able to define where we go with our employee brand and onboarding, which will lead toward retention of our employees. Now that we're not getting a lot of phone calls or having accuracy issues, we're actually focusing on the bigger picture, such as onboarding, the recruitment process, and self-service benefits. ADP is giving us our time back.

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