BUSINESS IMPACT TESTIMONIAL
Olshan Hotel Management, Inc.

ADP's Hosted Solutions Provide Integrated Administrative Tools for Olshan Hotel Management's Multi-state Enterprise

Company Background

Established in 1989, Olshan Hotel Management, Inc. owns and operates seven hotels in Ohio, Virginia, Louisiana, and Florida. Its current portfolio of properties consists of various Marriott and Hilton brands. The hospitality development and management company prides itself on its ability to motivate staff, satisfy guests, and deliver an excellent financial return to its investors. Headquartered in Marco Island, Florida, Olshan Hotel Management has approximately 800 employees.

The Challenge – Integrate Employee Administration Applications

"We had one vendor providing us with a time and attendance system and another with payroll service," recalls Glennis Barr, Vice President of Finance for Olshan Hotel Management, Inc. "The time and attendance system did interface with payroll, but that didn't mean they worked well for us together. The entire process was slow. Our users at our hotels had to submit things piecemeal and that took a great deal of time. The whole arrangement was taking too much time for everyone – time that could have been put to better use doing other things."

The Challenge – Improve Value Received from Outsourcing Firms

"The service from the previous payroll vendor was okay, but we needed to see more value from our decision to outsource," she adds. "There had to be a more efficient way to use our payroll and HR information and reduce the amount of manual tasks and time, especially for our managers in our hotels. There had to be other outsourcing solutions that could do more for us."

The Challenge – Mitigate the Regulatory Compliance Burden

"As a finance person, compliance requirements – like payroll tax payments – have your attention because they have to be managed correctly," notes Barr. "Make a mistake and you end up paying penalties. The key for us was finding an outsourcing provider that would have the high level of accuracy and service, as well as the knowledge of tax requirements in the states where we have employees."

"ADP has been doing what they do for a long time and with great success. We trust them with important information and we like the savings we get from using their services."

Glennis Barr
Vice President of Finance
Olshan Hotel Management, Inc.
Marco Island, Florida

The Solution – ADP's Services for Employers

Olshan Hotel Management outsourced its time and attendance, payroll, and human resource and benefits administration applications to ADP, the market leader. "Before going with ADP, we spent a lot of time on the phone handling issues around things like time clocks and medical benefit enrollment," says Barr. "Now my office is a lot quieter and our field people are spending more of their time on other things than manual and redundant tasks."

Specifically, Olshan chose ADP's Web-based solutions for payroll, time collection, HR, and benefits administration. The solutions are flexible and scalable, enabling Olshan to easily accommodate any fluctuations in employee headcount without system changes or upgrades. ADP's HR and Benefits Solution, for example, allows the hotel management company to manage its HR and benefits information through a centralized database – the HRIS database for the entire company. In addition, information collected via ADP's time and attendance system and payroll deduction information from the HR and Benefits Solution interfaces seamlessly with payroll.

"Of the many benefits we get from using ADP, I think one of the best is that we no longer have to worry about overpaying vacation," she notes. "ADP provides a tool that our managers can use to view vacation balances online. Our employees also have access to their vacation day information. This helps to reduce arguments, inquiries, and misunderstandings."

HR. Payroll. Benefits.

ADP's integrated solutions provide Olshan Hotel Management with an array of key benefits that contribute to improved employee administration:

Streamline and automate workflow processes:
ADP offers industry-leading payroll management solutions that can help you gain greater control over this major cost center. Many companies find that they are able to increase efficiency and reduce labor and non-labor costs associated with ongoing payroll processing and system maintenance by as much as 46% with ADP's help.*

Create a central, shared repository of benefits structure and eligibility to accurately apply eligibility rules against data that is maintained in the HR database:
ADP automates benefits plan administration, incorporating eligibility rules and calculation formulas for cost and coverage. This helps to ensure only eligible employees and dependents are covered – and identifies any ineligible employees or dependents so they can be removed from costly benefits.

Reduce avoidable overtime:
An ADP Web-based time and attendance solution helps to provide you with greater control over your labor costs.

Reduce inaccurate PTO payments and overpayments:
ADP's Web-based time and attendance systems capture and track paid-time-off data across the enterprise. Since employees, managers, and HR and accounting staff have online access to the same up-to-date PTO information, communication is improved and payout errors are reduced.

Eliminate the need for duplicate data entry into payroll, HR, and other external systems:
ADP's integration between benefits enrollment and payroll deduction helps to eliminate duplicate data entry. It also reduces the hassle and costs of manually reporting data to your insurance carriers when it can be done more efficiently through Carrier Connection® options within ADP's systems.

Improve labor planning and scheduling:
ADP's time and labor management tools enable employers to monitor employee utilization and help ensure cost-effective coverage to meet business demands.

Help assure the accuracy and timeliness of tax payments to federal, state, and local agencies:
For nearly 60 years, ADP has been helping companies mitigate their compliance risks. More than 500,000 companies currently use ADP's tax and compliance services to help assure their operations are in accordance with regulatory and tax codes, while decreasing the administrative burden on staff.

Real Success
Worry-free Compliance Across Multiple States
"I'm sitting in my office in Florida, but have payroll-related regulatory compliance requirements not only here but also in several other states," Barr explains. "In Ohio there are school district taxes to be paid. We have employees who work in a hotel in Virginia but live in either Washington, D.C. or Maryland. There are any number of different tax situations we have to be aware of and comply with. ADP's tax knowledge covers all fifty states. They know what you need to pay and when it needs to be paid. I would not do our payroll taxes any other way than ADP."

Return on Investment
"While our greatest savings from using ADP is in the time we save at all levels handling problems, there are also cost savings," says Barr. "Combined, ADP's integrated HR, payroll, and benefits solutions are probably helping us to save the expense of one full-time HR person. We are in the hotel management business. We are not a tech business. ADP has been doing what they do for a long time and with great success. We trust them with important information and we like the savings we get from using their services."

About ADP
ADP is one of the world's largest providers of business outsourcing solutions. Leveraging 60 years of experience, ADP offers a wide range of HR, payroll, tax, benefits administration and time management solutions from a single source. ADP's easy-to-use, cost-effective solutions for employers provide superior value to companies of all sizes and types. Count on ADP for unparalleled compliance support and the most qualified and accessible client service in our industry.

ADP's Major Accounts Division was created to address the unique business needs of mid-sized companies. We offer accurate, convenient, and reliable solutions that can help you to:

• Control Benefits Costs
• Improve Employee Retention
• Reduce Labor Costs
• Increase Tax and Regulatory Compliance

1-800-CALL-ADP
adp.com