



IN THE BUSINESS OF YOUR SUCCESS®

ADP TotalSource® Solutions for Business Challenges



FINANCIAL SERVICES

Credit union gains large-employer human capital management expertise, without adding to head count, through a strong PEO relationship.

Stabilizing employee-related costs and minimizing business risk are important to any organization that has a payroll. Many employers, particularly those with lean staffs, are looking to improve workforce management by leveraging a combination of technology, best practices, and external know-how.

Among them is MariSol Federal Credit Union of Phoenix, Arizona. The federally chartered institution, with 22 worksite employees, has been serving the banking needs of low- and moderate-income residents of Arizona's Maricopa County for 60 years.

"We could never afford to put on our staff the specialized expertise that larger employers have on theirs," says Robin Romano, MariSol's Chief Executive Officer for the past 15 years. "For an institution of our size, it simply isn't practical. But this isn't about who's in your head count. It's about connecting with the expertise you need to run your business better." MariSol found the high level of human capital management support it was seeking in a co-employment relationship with ADP TotalSource®, a leading U.S. Professional Employer Organization (PEO).

BUSINESS CHALLENGES

- OVERWHELMING ADMINISTRATIVE BURDENS
- LACK OF TOOLS AND INFRASTRUCTURE
- KEEPING UP WITH NON-STOP REGULATION/REFORM CHANGES
- THE NEED TO DO MORE WITH LESS

HR. Payroll. Benefits.

SNAPSHOT

Client:

MariSol Federal Credit Union
Phoenix, Arizona

Industry:

Financial Services

Ownership:

Its members, who are also its customers

Description:

Provides a variety of financial services to credit union members

Workforce:

About 22 employees

Website:

www.marisolcu.org



The ADP TotalSource Solution

As a client of ADP's Professional Employer Organization (PEO), MariSol Federal Credit Union outsources its employee administration to ADP TotalSource under a co-employment arrangement. Through a dedicated Human Resource Business Partner (HRBP) – a trusted advisor from ADP® – MariSol has access to the high level of HR expertise it takes to help manage its human capital, comply with employer-related rules and regulations, and mitigate employer risk.

www.adptotalsource.com
800-447-3237

Why ADP TotalSource?

"I wear a lot of hats as the CEO of a small institution, including being the head of HR," says Romano. "That's why having TotalSource as a co-employment partner is so important. There are 14 billion HR laws and regulations out there, and so many ways your company can get into trouble if you are not up to date with the latest compliance rules and regulations. In terms of employment administration, we could not do alone what ADP TotalSource does for us. They put a tremendous amount of professional assistance, compliance knowledge, and buying power at our fingertips."

Risk Mitigation & Compliance

MariSol Federal acquired a unique appreciation of ADP TotalSource when, for a time – enticed by promises of huge cost savings – it experienced, first-hand, the offerings and service levels of a less expensive ADP competitor. The hiatus produced less-than-spectacular results.

Romano recalls, "We had left ADP TotalSource for a cheaper deal, but it didn't work out because the new provider didn't provide the depth of HR support and protection from risk exposure we expected. We found that out the hard way, confronted by a 'bullying' accusation that could have opened our institution to potentially serious liability. When we turned to the ADP competitor for help, we found that they didn't have the expertise or the professional resources to deal with this type of difficult situation."

MariSol Federal resolved its dilemma "by paying a penalty to terminate our arrangement with the other service provider and accelerate our return to ADP TotalSource," says Romano. Among the valuable lessons learned: "You go with a PEO for the comfort level, the proven capabilities, and their commitment to your business. Price shouldn't be a primary driver."

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Business Insights

The credit union's chief executive says that another reason MariSol Federal came back to TotalSource® was ADP's Human Resource Business Partner – a dedicated advisor provided to MariSol Federal by ADP.

"When we returned to ADP, our HRBP was there for us," notes Romano. "She helps us work through employee issues. She presents ideas on training our staff needs. She worked with us to not only write an updated employee handbook, but also

put it on our Web site, so our employees have easier access to information they need. With an HRBP, I don't have to allocate a certain amount of time each day to ADP because I know their resources are there when I need them."

Health & Welfare

Romano's institution competes for talent in the Phoenix marketplace with a high level of confidence. One reason is MariSol Federal's ability to provide a variety of affordable benefits choices.

"A PEO lets me offer more benefits – like better life insurance and long-term disability coverage – and helps me provide a fuller overall benefits package that positions us to be more competitive," says Romano. "With ADP TotalSource as a co-employer, I don't have to spend oodles of time shopping for insurance products and benefits."

As for complying with the complex and evolving requirements of the Affordable Care Act (ACA), MariSol Federal looks to ADP TotalSource for information and guidance, and "our confidence in TotalSource to keep providing a level of cost stability and favorable plan choices," says Romano.

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Talent Acquisition

Making good hires is a key step toward maintaining a safe and efficient workplace. This is especially so for a financial institution like MariSol Federal and its retail work environment. Background checks and the Drug-Free Workplace feature provided by ADP TotalSource enable the credit union to build a solid roster of worksite employees.

"Screening services made available from ADP TotalSource deliver quick and reliable results that improve the likelihood of a successful hiring decision," says Romano. "I like these programs a lot. I like ADP TotalSource a lot." For MariSol Federal's CEO, there is also a clear and tangible cost benefit. "It is less expensive to have ADP TotalSource than it would be to add a full-time HR generalist to our staff," she concludes.

