



BUSINESS IMPACT

DO MORE WITH LESS

ATTRACT AND KEEP
GREAT EMPLOYEES

HELP MINIMIZE
COMPLIANCE RISK*

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Invision Industries Chose ADP's Workforce Management Solution to Save Money and Enhance Employee Productivity

COMPANY BACKGROUND

Invision Industries was established in 2003 and soon became the industry standard for rear-seat mobile entertainment equipment, such as flip-down DVD players, in autos, minivans, and sport utility vehicles. The company revolutionized the way manufacturers and new car dealers offer these increasingly popular entertainment products to the buying public. Invision's headcount has averaged about 160 with most employees located at the company's manufacturing facility and administrative offices in Florida.

THE CHALLENGE: Reduce the Cost of HR and Payroll Administration

Select a Solution that Lets You Control Both Administration and Cost

"We had an arrangement with a professional employer organization that was costing us a huge amount of money," says Invision Industries Director of Human Resources, James Crutchfield. "For one thing, our fee was based on the gross amount of our entire payroll, not on a per-paycheck or per-pay basis. Our payroll was costing us over \$50,000 a month, plus an additional \$2,000 just to collect, calculate, and process employee time. There was very little automation and nothing was integrated."

THE CHALLENGE: Increase Employee Satisfaction and Productivity

Engage Employees by Giving Them Convenient Access to Their Information

"Our payroll and HR processes involved an awful lot of paper and manual work," Crutchfield explains. "We had a biometric hand punch for time collection, but still had to physically 'call in' the payroll for processing. Personnel actions were also part of the overall paper flow. If an employee needed an answer about his or her pay or wanted to change marital status, or needed a copy of a W-2 or previous pay stub, it involved a phone call or written request that was time-consuming.

As employees took time during the workday to handle such matters, the process impacted productivity."

THE CHALLENGE: Control Costs Associated with HR and Payroll-related Compliance Leverage the Compliance Expertise of an Experienced Service Provider

"Compliance costs were bundled into what we paid the PEO, so we never really saw what all of our real costs were," says Crutchfield. "I wanted us to be able to see our costs, so we would have an opportunity to do things to control our administrative expenses. At the same time, I knew I was a 'one-man show' in HR. That meant I had to have affordable access to professionals and specialists whose knowledge could help us meet our compliance and budget expectations."

THE SOLUTION: ADP Workforce Now™ Comprehensive HR

The ideal administrative remedy for Invision Industries was ADP Workforce Now Comprehensive HR – ADP's Web-based, hosted workforce management solution. "ADP Workforce Now took us from a manual, paper-based operating environment to an automated solution with much less paper and a lot of administrative control," recalls Crutchfield.

ADP Workforce Now Comprehensive HR provides companies with access to a team of ADP specialists across the HR spectrum, paired with integrated tools and technology to respond to inquiries and support changing payroll, HR, and benefits administration requirements. "Workforce Now arrived with the 'staff' that I had needed all along to create a world-class HR experience for our employees."

Through an efficient *Web-based portal environment*, ADP Workforce Now Comprehensive HR provides a single point of online access to information that a client company, its managers, and employees

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James Crutchfield,
Director of Human Resources
Invision Industries, Inc.
Celebration, Florida

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.

need. “With Workforce Now, when you or your employees call ADP, you are not just calling a phone number. You are calling a number that will connect you with a *person* that is there to answer your questions and to give you help,” says Crutchfield.

By engaging the employees of Invision Industries through self-service, Workforce Now dramatically changed the way employees have been able to access their pay and HR information. “The best part of Workforce Now is the ability it gives employees to go online and do things on their own, like examine their benefits options, participate in online open enrollment, and change their direct deposit and W-4,” notes Crutchfield. “Self-service turned out to be very user-friendly for employees and an outstanding way to improve productivity. When you have self-service, employees are on the job, not on the phone.”

ADP Workforce Now helps companies to adapt to changing business and regulatory environments, minimize compliance risks, and control employment-related costs via access to real-time Payroll, HR and Benefits, and Time and Attendance data.

Do More With Less

- Eliminate task redundancies by entering data once while securely sharing it with executives, employees, and managers who need it.
- Reduce staff-related hours associated with the management of payroll, HR and benefits administration.
- Enable decision-makers to evaluate, plan, and strategize using real-time data.

Attract and Keep Great Employees

- Increase employee satisfaction and productivity with around-the-clock, self-service.
- Empower employees by providing them with the ability to act on important needs, such as updating personal data and making benefits changes.
- Administer tax-saving opportunities such as 401(k), Flexible Spending Accounts, and Section 125 Premium Only Plans.

Help Minimize the Risk of Noncompliance*

- Protect employee data through restricted, role-based access.
- Help minimize regulatory noncompliance and potential legal action with fair and consistent application of company policies and work rules, using an integrated rules-based system.
- Provide accurate and timely filing of payroll-related tax payments to federal and state agencies.

REAL SUCCESS

ADP's Portal Became the Information Focal Point for Invision's Employees

“Workforce Now came with everything you'd need to administer HR, payroll, time collection, and the like,” says Crutchfield. Improved workflow is driven by easy but secure access to information. “The key is the portal. It is part of the Workforce Now solution. As an employer, you would use it to communicate with your employees and with ADP. Your employees use it to access information they need. The nice part is that ADP maintains the system. They even make upgrades as needed.”

Return on Investment

“ADP Workforce Now saved us considerable money,” notes Crutchfield. “In our first year, we saved up to \$300,000 in our payroll-related costs. We even cut our administrative expenses for time collection in half. Other expenses – like hiring a separate person to create and update a Web portal for us – also went away, because an online portal is part of the Workforce Now service.” Crutchfield feels that another admirable ADP quality is the active-listening of its sales, implementation, and service professionals. “I think the one thing that really sets ADP apart from its competitors is that they actually listen to the people who use their services. We could see that during the implementation of Workforce Now. Every step was thorough and smooth. You knew that ADP wanted to meet our highest expectations,” Crutchfield concludes. “For them to succeed, we had to succeed.”

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