



**Sheraton**  
**Old San Juan**  
HOTEL & CASINO

## BUSINESS IMPACT

DO MORE WITH LESS

ATTRACT AND KEEP  
GREAT EMPLOYEES

HELP MINIMIZE  
COMPLIANCE RISK\*

\* ADP does not give legal advice and our services are not a substitute for legal advice or your professional judgment. You should review applicable law in your jurisdiction and consult experienced counsel for legal advice.

# ADP Workforce Now™ Helps Old San Juan Associates Hotel Management Firm to Automate Processes and Increase Productivity

## COMPANY BACKGROUND

Located in the heart of the city's historic district and just steps away from impressive 16th century Spanish fortresses, the upscale 240-room Sheraton Old San Juan Hotel in San Juan, Puerto Rico, provides its guests with world-class accommodations and services, as well as spectacular views of picturesque San Juan Bay. Hotel management company, Old San Juan Associates, has managed the Sheraton Old San Juan Hotel under an exclusive license from a large hotel corporation since 2004. Old San Juan Associates has approximately 300 employees.

## THE CHALLENGE: Replace Manual HR Administration with an Automated Solution Automated, Integrated Solutions Increase Accuracy and Efficiency

"Everything in HR was done manually," says Juan R. Rivera, Director of Finance of Old San Juan Associates. "Job applications, screening of applicants, HR reports, you name it. Data collection was prone to human error and we spent a great amount of time creating and routing HR paperwork. In a manual system, information gets old very quickly. It is difficult to manage using old information."

## THE CHALLENGE: Increase Employee Satisfaction and Productivity Online Self-Service Capability Puts Employees Close to the Information They Need

"When employees would call with questions about benefits or payroll, someone on our staff would take the call, locate the information, and respond to the employee. All this was being done during working hours," Rivera adds. "Self-service was a good alternative to this old way of doing things. We knew the technology was there. The question was do we buy and manage the system or do we partner with a service provider – who knows HR, has the experience, and can offer self-service as part of a larger automated solution?"

## THE CHALLENGE: Lessen Risks Associated with Administering Payroll and HR Access Compliance Information from a Business Process Outsourcing Relationship

"The laws and regulations affecting HR and payroll and benefits are complex and they also change," notes Rivera. "When your HR people are spending time just to keep up with the latest regulations, time is being taken away from serving the business. Then we learned that there was a way to access the most current information from experts, as part of an overall service. I wanted to know more."

## THE SOLUTION: ADP Workforce Now™

To address each challenge, Old San Juan Associates chose ADP Workforce Now™ – ADP's Web-based, hosted workforce management solution. "I cannot tell you how happy I am that we have Workforce Now," says Rivera. "Long-term savings is about creating greater productivity. With ADP's solution, we have access to tools and expertise that have changed the way we manage the administration of our employees."

ADP Workforce Now provides Old San Juan Associates with access to a team of ADP professionals across the HR spectrum, paired with *integrated tools and technology* to respond to inquiries and support changing payroll, HR, and benefits administration requirements. "Our relationship contact person at ADP is always – I mean always – there for us whenever we might call," says Rivera. "It is like the ADP people are on your staff but they are not on your payroll."

Through an efficient *Web-based portal environment*, ADP Workforce Now provides a single point of online access to information that the hotel firm, its managers, and employees need.

For more information: 1.800.CALL.ADP [www.adp.com](http://www.adp.com)

  
The business  
behind business®

**"We are here to run a hotel, not to file papers and manage requests like a call center. ADP Workforce Now has helped us by automating our HR and payroll processes, and the bottom line is we now have easy and convenient online access to the information we need."**

Juan Rivera  
Director of Finance  
Old San Juan Associates  
San Juan, Puerto Rico

## 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.

"All of us are able to accomplish more and productivity is up across the board," says Rivera. "My HR people are screening candidates faster than ever before using ADP's pre-employment services. Employees can access benefits and W-2 information without having to call HR or Payroll. We can also export data easily. For example, my payroll person no longer spends hours to interface payroll and general ledger. ADP's General Ledger Interface does the hard work for us. As CFO, I also have tools to do more, like having audits run, giving me greater visibility into our business."

Old San Juan Associates saw substantial value in ADP's *hosted* offering. "I love the idea of a hosted solution because I know that ADP has the resources to handle that kind of important responsibility," says Rivera. "They update the software and maintain the system. There is excellent security in place. You know, we have used ADP's payroll service from the day our company began managing this hotel. We have a great amount of trust in ADP. They have earned it with their reliable service."

ADP Workforce Now helps clients adapt to changing business and regulatory environments, minimize compliance risks, and control employment-related costs via access to real-time Payroll, HR & 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

#### Reports Powered by Real-Time Data Are a Genuine Game-Changer

"Before ADP Workforce Now, we had absolutely no reports that gave us the benefits of real-time data. We were using Excel spreadsheets to record things that had already happened," says Rivera. "Now I can track changes as they are happening. I can spot trends and I can act. We have never had that kind of control. The important thing is *now we do*, thanks to ADP Workforce Now. As Director of Finance, it is my dream come true!"

#### Return on Investment

"We are here to run a hotel, not to file papers and manage requests like a call center," Rivera adds. "ADP Workforce Now has helped us improve by automating our HR and payroll processes, and the bottom line is we now have easy and convenient online access to the information we need. For us, deploying this Web-based solution from ADP is not about hard-dollar savings and cutting positions, it is about creating *higher productivity* so we are all able to do more with the time that we have," says Rivera. "We wanted automated tools to help us improve our processes and to perform administrative tasks that machines, not our people, should do. With ADP Workforce Now working for us, I definitely know that we are getting our money's worth – and there will be savings, too."

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