



Fueling efficiency:

How Dugan Production enhanced HR and payroll processes

Quick facts

Company:

Dugan Production Corporation

Headquarters:

Farmington, New Mexico

Industry:

Oil and Gas Production

Employees:

185

ADP Products:

ADP® Comprehensive Services
with Comprehensive Talent



Jennifer McCoy,
Vice President of
Administration

Dugan Production Corporation has evolved from its roots in consulting to a dynamic player in the oil and gas industry. With approximately 1,000 wells under its management, and interests in over 2,800 additional wells across several states, the company excels in drilling, exploration and production. Their success is driven by a dedicated team of over 185 employees, many of whom bring decades of experience, and a focus on revitalizing marginal wells.

Jennifer McCoy, Vice President of Administration at Dugan Production, has led the company in transforming its workforce strategy. She reflects on the company's journey, stating, "We are working to develop our workforce through training, innovation and technology," emphasizing the necessity for modernization in their operations as they aim to attract a new generation of talent.

Business challenges

- Many HR and payroll processes were manual, time-consuming and paper-heavy
- Dugan's recruiting process was unstructured and relied on word-of-mouth referrals
- Outdated HR processes made it difficult to attract new talent, as well as retain and develop current talent

With the implementation of ADP Comprehensive Services, Dugan has successfully transformed its HR processes, enhanced employee development and taken many of their HR talent and strategies from reactive to proactive.

Finding efficiency through automation

When Jennifer joined Dugan Production, their internal HR processes were outdated. She recounts, "I came to Dugan a little over seven years ago, and we were still doing payroll with handwritten paper timecards." The paperwork alone was overwhelming and signaled to Jennifer that it was time for a drastic change to streamline overly manual processes.

Jennifer took this opportunity to address these inefficiencies in their payroll processes to partner with ADP for support. This partnership and ADP's automated technology effectively saved Jennifer and her team valuable time and effort, allowing them to focus on strategic initiatives rather than administrative tasks. "Before ADP, I was buried in a mountain of paperwork. Since transitioning to ADP, I don't even have a file cabinet anymore," shares Jennifer. But she didn't stop there. After seeing the positive impact ADP had on payroll processes, Jennifer realized she could leverage their expertise to transform Dugan's talent strategy. "We realized there was more that ADP could do for us. And they delivered. Comprehensive Services came in and helped move our strategy beyond just



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"We realized that there was more that ADP could do for us. Comprehensive Services has helped us move our strategy beyond just simple compliance and into better recruiting and employee development."

—Jennifer McCoy,
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Dugan Production Corporation

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The positive impact of comprehensive talent

The transition to ADP Comprehensive Services, which gives Jennifer access to a perfect blend of technology and designated support, has significantly improved Dugan's ability to set strategic goals, particularly when it comes to talent management. Jennifer notes, "Before ADP Comprehensive Services, we struggled to outline any strategic objectives for the upcoming year. Now we are equipped with access to a talent consultant and effective tools so we can define these goals." This enhanced level of support has eliminated the need to expand their HR staff. And with the expertise and insights from their talent consultant, they've been able to take a more strategic approach to their recruitment and talent management plans for the years ahead.

"Our talent consultant has been instrumental in helping us develop efficient strategies. She helped us establish workflows, so I didn't have to hire another person as I initially thought I would. We've also been able to focus our efforts on tasks other than managing paperwork."

Performance review management reveals a surprise benefit

Dugan was able to transform their performance management practices with the support of their talent consultant. Particularly, where she played a crucial role in building out their performance evaluations. Jennifer shares, "With the help of our talent consultant, we expanded our performance evaluation system and empowered our managers with more compensation strategies."

This shift not only streamlined the process, it also freed up Jennifer to prioritize face-to-face interactions with employees, emphasizing, "It's not all falling on me and I am spending less time in front of a computer and more time interacting with employees, making sure they meet their personal goals as well as company goals. We're finally seeing an alignment with their personal vision and the company's vision."

The results have been remarkable; Dugan went from having no performance evaluation system to achieving 100% adoption of performance evaluations through the talent management system. The employee evaluations also unveiled a surprise benefit: hidden talent within the organization. "The ability for employees to give their input has given us an opportunity to uncover talent that we didn't realize we had within our own walls," Jennifer reflects. With its new comprehensive approach to performance management, Dugan is not only enhancing operational efficiency but also fostering a more engaged workforce.



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Shifting from reactive to proactive recruitment

Before engaging with Comprehensive Services, Dugan's recruitment strategy was reactive and reliant on word-of-mouth referrals. It was also heavily based on paper applications, which required a manual and time-consuming process to thoroughly review submissions. This also made it difficult to track where applicants resided across the area. Jennifer knew the company was not tapping into the full talent in their region and often saw time-to-hire periods extend up to ten weeks.

Now with the introduction of ADP's recruiting module, Dugan was able to significantly optimize their approach. Jennifer says, "Using the recruiting module, we were able to streamline that entire process and increase the speed of our recruiting process."

The value of new compensation analysis

Before partnering with ADP, Jennifer faced significant challenges in developing a pay grade and pay scale system at Dugan. Conducting her own compensation analysis took nearly an entire year, as she had to manually research each of the approximately 90 positions within the organization. She recalled, "I had to enter all of that data by hand and manually analyze it using spreadsheets or pivot tables." Reliance on publicly available and anecdotal salary data also left her uncertain about the reliability of the information she was basing her important work on.

Now, with ADP, Jennifer feels assured about the salary data she's using, as it is provided by ADP. This reliable, up-to-date information not only improved the accuracy of her compensation analysis but also significantly simplified the process. "That whole process of updating our entire pay grade system took maybe four weeks," she shares.

Now, equipped with up-to-date payroll data Jennifer knows Dugan is offering competitive wages and attracting top talent. She confidently added, "The transition to ADP has also proven invaluable in promoting pay transparency and inclusiveness at Dugan."

Enhancing the employee experience

Dugan experienced remarkable improvements in employee experience through ADP Comprehensive Services. The integration of feedback surveys with the Voice of the Employee feature allowed Dugan to gain valuable insights into employee engagement. Dugan can now tailor its feedback-gathering approach, ensuring that employees feel heard while preserving confidentiality and collecting all data in a single, secure location.

ADP's Learning Management System (LMS) provides over 70,000 courses, offering employees extensive opportunities for training and professional development. This is yet another way that Dugan has been able to uncover hidden employee skills identified through performance management.

Transforming for success

The collaboration with ADP has been a game-changer for Dugan Production. By improving recruitment processes, reducing administrative burdens and emphasizing employee development, they have established themselves as a forward-thinking company that now attracts, recruits and retains the very best talent in their region. As Jennifer points out, "We have many plans for our company, and ADP Comprehensive Services is essential to this journey."

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