

AT YOUR SERVICE

SETTING THE STAGE FOR A SUCCESSFUL PARTNERSHIP

Meet Implementation Consultant **Bruno Silva**



ADP Implementation Consultant Bruno Silva expertly guides clients through the professional employer organization (PEO) transition process. His clear communication and detail-oriented approach helps transform organizational change into manageable steps.

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I think of clients as my co-workers and partners. I consult with them and offer my expertise to best set them up for success, like giving them a timeline of what's needed and when.

Thinking back to one of my first implementations, at the end of the kickoff call the client just burst into tears. But for a good reason! She was so thankful that we'd be able to help with a lot of the HR aspects that overwhelmed her.

The implementation process also includes uncovering and correcting existing errors. In this case, it was an issue with this New York-based client's payroll tax compliance. Employees located in different states were getting taxed like they worked in New York.

It's issues like these that we make sure to correct so clients can move forward with confidence. We were able to work through the challenges and provide solutions to ensure they passed their compliance testing with flying colors.

Since I mainly handle clients that our broker partners have referred to us, I'm not only focused on the success of our new clients, but in maintaining the trust of our referring brokers. We work with many different brokers, and those connections are important to us. My goal is to strengthen

How ADP implementation consultants jump-start great client relationships

- Clear communication skills and responsiveness
- Outside-the-box thinking to keep clients on their implementation timeline
- Empathy to understand their needs as clients and people

both client satisfaction and broker relationships while delivering seamless implementations.

In this industry, you're going to get thrown a curveball sometimes. Many clients are resistant to change after they've been doing things a certain way for a long period of time. It really comes down to working together to build trust so we can implement the solutions to get them on track and keep them there.

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A handwritten signature in black ink, appearing to read 'Bruno Silva', with a long horizontal flourish extending to the right.

In today's hyper-fast business environment, ADP TotalSource® can be a game-changer. If you're looking to elevate HR strategies, streamline compliance and drive growth with people-first solutions, partnering with ADP could be the key to success.