



# AEG VISION USES FORESIGHT TO SUPPORT GROWTH WITH ADP LYRIC HCM



AEG Vision is a rapidly growing community of optometric practices that deliver full-scope optometry coupled with a well-run dispensary. AEG Vision's goal is to "improve the health of our community by helping our neighbors see better and look their best, one patient at a time." Through a simplified ownership transition process, AEG Vision enables physicians to focus on taking care of patients, while they manage the administrative, regulatory and compliance matters for their member practices.

As an organization that grows primarily through acquisition, AEG Vision needed a human capital management (HCM) system that could manage the basics of an employee life cycle like onboarding, performance management and compensation along with the complexities of varied acquisition contract terms. ADP® Lyric HCM provides them with a unified HCM platform and the flexibility needed to address their unique needs while also delivering cost savings.

## BUSINESS CHALLENGES

- ➔ Prior HCM systems could not accommodate rapid growth or contract complexities associated with ongoing acquisitions.
- ➔ Manual recruiting processes were time-consuming and inefficient.
- ➔ The organization lacked the data necessary to uncover cost-saving opportunities.

**Company:** AEG Vision  
**Industry:** Healthcare management  
**Employees:** 6,000  
**Headquarters:** Dallas, TX  
**ADP Products:** ADP Lyric HCM



**Sabrina Donahoo**  
Associate Vice  
President of People  
and Total Rewards



**Jennifer Koenig**  
Director of People  
Systems



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— Jennifer Koenig

Director of People Systems

## STREAMLINING SYSTEMS TO SUPPORT ITS VISION QUEST

Since 2017, AEG Vision has had an eye on growth, averaging nearly 100 acquisitions per year. But with incredible growth comes the challenges of incorporating new people into the organization. While delivering a strong employee experience was a priority, AEG Vision lacked a centralized HR system and standardized processes to support acquired employees and manage acquisition-specific contract requirements. After a thorough review of options, they selected ADP Lyric as their HCM system, providing a single platform to manage all aspects of the employee life cycle and enabling them to deliver a seamless employee experience.

Now, a data import makes it faster and easier to integrate new people into the system, taking less than one hour on average. The centralized onboarding process allows data to flow right from recruiting to payroll and includes a checklist that walks people through all the forms that they need to complete on day one, from payroll and taxes to company policy documents and benefits enrollment.

Director of People Systems Jennifer Koenig says, "New employees coming in need to have a really, really good experience. The system is quick and flexible. Now, they don't have to look to five different systems to complete HR tasks. It's all in one place. With the ADP Assist™ tool, employees can ask a question and get an answer from the handbook. It's a unifying experience for new employees."

## FOCUS ON RECRUITING FLEXIBILITY

With 6,000 employees and different workflows for its different populations, AEG Vision needs to be able to customize their systems. For example, doctors and practice staff have very different needs in the recruiting process.

AEG Vision partnered with ADP to develop the necessary workflows in the recruiting management module to simplify processes, helping **reduce time-to-fill by 37%** year over year and improving the candidate experience. Utilizing ADP Voice of the Employee, a mobile engagement tool that enables organizations to message employees and gather immediate feedback, AEG's candidate surveys reflect a 95% satisfaction rate on the recruiting and onboarding process.

## EYE-OPENING DATA DELIVERS COST SAVINGS

AEG Vision needs data to assess the potential return on investment when considering an acquisition and they rely heavily on the tools built into Lyric. Benchmarking enables their compensation team to assess whether salaries are at market level or need to be adjusted before closing an acquisition while analytics dashboards help managers gain visibility into their workforce and enable key metrics to be easily shared with the executive team on a quarterly basis.

Prior to converting to Lyric, AEG Vision averaged over \$100,000 in extra payroll every quarter. By pulling zero hours reports from Lyric, AEG Vision is now able to spot anomalies when benefits are being paid to terminated employees. Late termination costs have reduced drastically, saving \$70,000 per quarter on average.

The performance review process has also improved dramatically. HR used to manually process over 6,400 forms every year to complete performance reviews. Now, a fully automated process enables managers to log in, view the previous year's forms for their teams and review performance metrics all in one place.

With access to data, AEG Vision is also able to proactively review their unemployment reports and get agencies the information they need faster than they could previously. This has enabled them to reduce their employer rate from over 10% to just under 3%. Reporting also uncovered that AEG Vision could utilize Work Opportunity Tax Credits (WOTC), saving an average of \$64,000 per year.

Associate Vice President of People and Total Rewards Sabrina Donahoo says, "DataCloud is in a league of its own and is a big part of the reason why we moved to Lyric. In DataCloud, you can customize reports in the dashboard. It's really made the difference to me and my team, and for our executive leaders as well. People have started to trust our information again. With our previous systems, we really lost that trust and it took us years to build it back up. Now, they trust the metrics that they're seeing in the dashboards."

## PARTNERS THAT SEE EYE TO EYE

AEG Vision appreciates that, along with a comprehensive HCM system, ADP provides the service and partnership to keep them moving forward on their growth journey. Jennifer says, "We have a really strong support team. They're very responsive. They feel like members of our team. We're working with them on multiple projects at any given time and that has been one of the most helpful things for me in my day-to-day."



## DATA INSIGHTS DELIVER TO THE BOTTOM LINE

- Average savings of \$70,000 per quarter in late termination costs
- \$64,000 per year in tax credit savings
- 7% unemployment rate reduction

Learn more about [ADP Lyric HCM](#)

