



HOW ANDY FRAIN SECURED INCREMENTAL \$1.1 MILLION THROUGH WOTC SCREENING



Since 1924, Andy Frain has provided security services to a variety of industries and venues. They've provided security for 20 national political conventions, 50 major sports arenas and over 10,000 trade shows and special events. Whether they're serving at a shopping mall, rock concert, airport or elementary school, Andy Frain provides a safe, secure environment for more than 20 million people each year.

You can imagine the challenges an organization with 14,000 people, providing security for numerous locations and events, might face. Dave Feltman, VP of support services, spoke with ADP about Andy Frain and how a partnership with ADP propelled the business forward by meeting its unique needs.

BUSINESS CHALLENGES



PEO tools were disconnected, limiting data visibility across departments



Maintaining compliance proactively as the company grows



Missing out on capturing the maximum credit value possible



QUICK FACTS

Company: Andy Frain

Industry: Professional and technical services

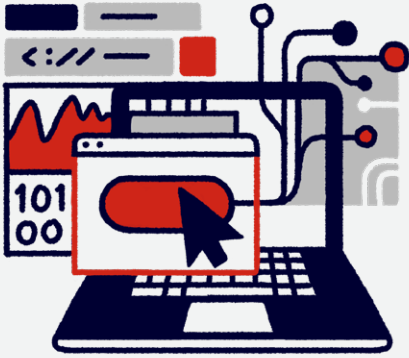
Employees: 14,000

Headquarters: Aurora, IL

ADP Products: ADP SmartCompliance®, ADP Tax Credits, Work Opportunity Tax Credits

Interviewee: Dave Feltman, VP, Support Services





“ADP products integrate together seamlessly, and that makes our lives in that perspective, easier.”

— Dave Feltman

VP of Support Services, Andy Frain



THE NEED FOR CONNECTIVITY

Last year, Andy Frain hired 12,000 people. That seems like a lot considering the company has just over 14,000 total employees. But the unique nature of the business demands regular recruiting and hiring in a market that typically sees high turnover and seasonal ebbs and flows. Many of Andy Frain's people are hired for one-time events, and the constant demand for locating, hiring, onboarding, training, staffing and scheduling translates into areas of potential risk for business and compliance. The company knew it needed help in recruiting management.

As the company grew, they soon discovered the smaller, siloed tools they were using weren't allowing them to scale. Andy Frain partnered with ADP to centralize much of their HR, recruitment and verification process. They quickly started using products like ADP Vantage HCM® and EI9, an electronic I-9 filing tool. Dave said, “We had our homegrown hiring software and human resource information system (HRIS) and we were definitely at a point where it was better to bring that into one bigger umbrella than to try to keep parsing things out.”

The lack of communication between those fragmented tools caused frustration. “We relied on APIs for everything. Those things don't always talk really well and nothing's in one cohesive place.” By centralizing, Dave and his team reduced their manual tasks while also enhancing compliance processing for new hires and rehires.



MAXIMIZING TAX CREDITS

A key benefit of Andy Frain's partnership with ADP has been the identification of various tax credits the organization is eligible for. For an organization of their size, typically the tax credits that may be eligible are based on what they do day in and day out: creating jobs and hiring employees. They've especially taken advantage of the federal Work Opportunity Tax Credits (WOTC). WOTC is intended to incentivize employers to hire individuals and groups who have historically faced barriers to employment. Some examples include qualified veterans, SNAP recipients, long-term unemployed and more.

Employers can earn up to \$9,600 per new employee (based on their identified group and hours worked), benefiting the employer, the employee population and the labor pool market. WOTC helps shift HR and recruiting from a cost center to a potential area of revenue growth for a company. Reinvesting the returned tax credits not only into more newly-hired employees, but also continuing to open the job pipeline to hire more individuals like them.

Prior to partnering with ADP, Andy Frain was missing out on maximizing their WOTC credits due to inefficiencies in their process. A simple shift of presenting the WOTC survey at the time of application has helped enable Andy Frain to secure over \$1.1 million in credit in just two years.



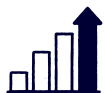
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Due to their strategic placement of the survey in Recruiting Management, an ADP Applicant Tracking System, 99% of their candidates are screened and 26% are WOTC eligible.

Dave recognizes the benefit of being strong adopters of the WOTC program. "We're clearly wanting to take advantage of any credits that we can," he said. In addition to securing \$1.2 million in WOTC credits, ADP leveraged its best-in-class mapping software to identify and capture an additional \$27,000 in Federal Empowerment Zone (FedEZ) credits. By utilizing similar data mining tools, ADP proactively uncovers and presents new credit opportunities for Andy Frain based on location, new-hire activity and payroll growth.



DOING WORK THAT MATTERS

For Andy Frain, it doesn't matter whether you're a worker screening packages, doing security at a baseball game, protecting children at the local elementary school or working in the corporate office; every person is important. Everyone is doing work that's essential to the business.

Dave mentioned a decades-old story about President John F. Kennedy's visit to NASA's headquarters in the early 1960s. As he toured the facility, he came upon a janitor sweeping the floors. The president asked the gentleman about his role with NASA. The man responded, "I'm helping put a man on the moon."

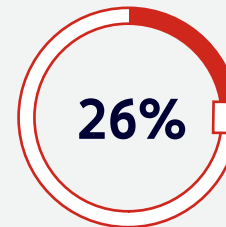
"That is the perspective," Dave said, "that we are trying to instill with our employees, even through the hiring process, that what they do matters. What they do is important."

ADP is helping Andy Frain ensure its HR department has everything it needs to keep doing that important work and remain compliant in the process. Whether it's obtaining WOTC credits or centralizing HR and payroll for better compliance, the results of the ADP and Andy Frain partnership are strengthening business today and keeping things secure for the future.



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Dave noted two things that stood out:

"One is the seamless integration, again how everything works together. They talk together. They're designed to work together. So that alone helped resolve some of our issues with using so many separate software programs. But the second one was also sustainability and growth, as we've continued to grow."

LEARN MORE ABOUT ADP TAX CREDITS

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