



HOW EPITEC NAVIGATED TAXES, REGULATIONS AND ONBOARDING ACROSS 35 STATES



Managing payroll and compliance for a distributed workforce operating in 35 states requires precision and constant attention to evolving regulations. EPITEC is a nationwide staffing firm that places IT, engineering and professional services consultants. Complexity is simply part of their business model and with 1,500 consultants working for hundreds of businesses, EPITEC is continuously navigating each of their clients' tax needs, state regulations and unique onboarding demands. This is why they rely on ADP® for their workforce management needs.

BUSINESS CHALLENGES

- ➔ EPITEC consultants operate in multiple states, including highly regulated jurisdictions like California
- ➔ As a staffing firm, EPITEC must create and manage unique onboarding requirements specific to each client
- ➔ EPITEC supports a distributed nationwide workforce which requires centralized access to HR, payroll and benefits information

ADP® Workforce Now helped EPITEC solve these challenges by providing a single, scalable platform that streamlined multi-state payroll compliance, simplified client-specific onboarding and delivered centralized HR access for its distributed workforce.



Company: EPITEC
Industry: Professional Services
Employees: 1,500 consultants across 35 states
Headquarters: Location
ADP Products: ADP® Workforce Now
Interviewee: Lisa Heitzman, Senior Manager of Human Resources





“As EPITEC has grown over the years, we’ve expanded the services that we use through ADP Workforce Now to the point that all our eggs are in the ADP Workforce Now basket. It’s made for a better employee experience. It keeps us compliant. And I don’t ever have to worry about the employee compliance or the tax compliance for our company.”

MANAGING COMPLEX MULTI-STATE PAYROLL AND COMPLIANCE ACROSS 35 STATES

Operating in multiple states means EPITEC must manage varying tax codes, reporting requirements and compliance regulations. As Lisa Heitzman, senior manager of human resources explains, “EPITEC has a very complex payroll. We’re in 35 different states, including California, which has its own separate payroll schedule from the rest of our company.”

Rather than worrying about keeping up with legislative changes, she credits ADP Workforce Now for helping the organization stay ahead of compliance updates. “One of my favorite things about the ADP Workforce Now platform is that it helps us stay compliant. I never have to worry if there’s a new law or different reporting requirements.”

Before introducing ADP into EPITEC’s business processes, staying compliant was always a chore. Now, Lisa can rest easy, even when new regulations are introduced in complex states like Illinois and California. “My COO asked me one day if we were worried about missing any new reporting requirements. I told him no, because ADP® has us covered. I just knew that ADP has everything I need, and I didn’t have to worry about it.”

For Lisa, that peace of mind shows up in the simplicity of the process.

“California is unique in that it’s the only state that requires a pay data report. ADP makes it easy. I download the report from our ADP Workforce Now platform and then upload it to the California portal. It’s quick and straightforward, allowing me to handle it without worry. I don’t lose sleep over it.”

STREAMLINING ONBOARDING FOR A DISTRIBUTED STAFFING WORKFORCE

Onboarding in the staffing industry requires flexibility, especially when each placement has its own paperwork, compliance standards and onboarding processes. For EPITEC, that means managing an onboarding process and package unique to each customer’s location. This creates a challenge to ensure a consistent and seamless experience for their consultants. A challenge that ADP Workforce Now has helped Lisa and the EPITEC HR team overcome.

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EPITEC



35 States — Seamlessly managing payroll, taxes and compliance across a complex multi-state footprint



1,500 Consultants — Supporting a large, distributed workforce with centralized HR and payroll access



Hundreds of Client Companies — Onboarding tailored to each client's unique requirements

And as policies change the ADP platform supports whatever new or amended policies might need to be acknowledged throughout the employee lifecycle. "Our customers will sometimes update policies that were acknowledged by our consultant during their onboarding," adds Lisa. "We've been able to streamline that process, where we can track and confirm that our consultants have acknowledged the new policy through the ADP Workforce Now platform, and if they haven't, ensure that everyone is reminded to complete it on time."

ENHANCING EMPLOYEE EXPERIENCE WITH MOBILE AND SELF-SERVICE ACCESS

Supporting people spread across multiple states requires simple, reliable access to payroll and HR information. Lisa notes that EPITEC encourages consultants to leverage the ADP mobile app and dashboard tools.

"With a distributed workforce across the country, it's been really fantastic to have ADP Workforce Now and use the mobile app," says Lisa. "There's a widget on the dashboard with all the quick links, and they can access everything they need — from benefits to taxes, all of their year end documents — are right there in the app or on the web."

DEDICATED PAYROLL AND BENEFITS SUPPORT THAT SCALES WITH GROWTH

Beyond the technology itself, service and support play a major role in EPITEC's experience. "ADP's customer experience has been fantastic. There's a chat option. You can open a service request. You can call — and I never have to wait on hold very long when I call," says Lisa.

She also notes the importance of added support during critical periods. "We had a dedicated payroll support rep during open enrollment. I never had to wait long to get a response, and it's been really fantastic to have that kind of support behind us."

A SCALABLE HR TECHNOLOGY PARTNER FOR LONG-TERM GROWTH

Over time, ADP Workforce Now has evolved from a payroll solution into a comprehensive workforce management platform for EPITEC. Having experienced the difference ADP Workforce Now has made at EPITEC, recommending ADP comes naturally for Lisa: "If someone was considering ADP, I would tell them it's the best decision you can make."

