



BRINGING RELAXATION TO HR AND PAYROLL: HOW RUN POWERED BY ADP® STREAMLINES OPERATIONS



Therapeutic Kneads is a 100% woman-owned, professional massage therapy company, established in 1997. With over a dozen licensed massage therapists and four administrative professionals on staff, Therapeutic Kneads is dedicated to ensuring their employees are well-equipped to deliver on the technical skill and high-quality care that clients deserve.

Operations manager, Renee Messick, wears many hats across the business, including payroll, HR, marketing, finances, forecasting and more. With RUN Powered by ADP (RUN), Renee has helped to modernize the company's HR and payroll systems, while also reclaiming her time and energy.

BUSINESS CHALLENGES



Without a unified system for managing HR, payroll and beyond, daily administrative tasks were overwhelming for the company's lean administrative staff.



Lack of access to regulatory and tax experts created stress around maintaining compliance.



Employees were unable to access and manage their HR and payroll information without going through Renee.

QUICK FACTS

Company: Therapeutic Kneads

Industry: Healthcare

Employees: 11-25

Headquarters: Highland Park, Illinois

ADP Products: RUN Powered by ADP®

Interviewee: Renee Messick, Operations Manager



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— **Renee Messick**, Operations Manager, Therapeutic Kneads



"Using ADP to track earned time off saves me hours of admin time!"

— **Renee Messick**

Operations Manager, Therapeutic Kneads



THE PROBLEM

Getting started with ADP

Before switching to RUN, Therapeutic Kneads was struggling to get their needs met and questions answered by their old payroll provider. They grappled with tax issues, especially in special circumstances where they needed expert advice, which their previous provider could not deliver. Even just processing payroll became a huge challenge. The need to switch was rooted largely in compliance issues, which is why RUN emerged as a clear winner for Therapeutic Kneads. "Since moving to ADP in 2016, we've never looked back. The ease of using RUN makes payroll a breeze and whenever we've had a question, it has been answered quickly and efficiently," shares Renee.



THE CHALLENGE

Searching for a full-scale solution

Renee wasn't just looking for payroll help. She needed a partner to help her manage all the administrative processes behind the scenes of the business — and that's exactly what RUN delivered. "ADP has the expertise, tools and products to help any small business grow; by handling the tough payroll stuff so you can focus on your trade and growth," she says, "ADP offers a wide range of options beyond just running payroll. We appreciate the flexibility to select options that best suit our company, like having workers' compensation administered through ADP."

With ADP, Renee has been able to do much more than just streamline payroll — putting the power of mobile, on-the-go access to their HR and payroll information in employees' hands, ensuring compliance by accessing ADP's experts, and so much more.



THE BENEFITS

A partner and an expert, all in one

For Renee, one of the biggest benefits of partnering with ADP has been the easy, on-demand access to tax and regulatory experts, especially regarding state- and situation-specific complexities and questions. "ADP has provided me the ability to manage various tasks effectively, ensuring compliance with laws, staying up-to-date on legal issues, handling hiring and termination, facilitating learning and, of course, managing payroll," she says.

"I feel secure that things are being done correctly, legally and efficiently [with ADP]. I do not know everything, and having ADP at my side brings me comfort knowing I have a partner who is an expert, so that I can focus on other aspects of my role."



THE SOLUTION

All the power, at your fingertips

With RUN, Renee is able to rest easy and place her trust in ADP when it comes to maintaining compliance, running payroll, ensuring seamless onboarding and so much more. But the cherry on top is how RUN has empowered Therapeutic Kneads' staff with the tools to manage their pay and HR information directly from their phones.

With the mobile app, employees can access their paystubs, see their accrued time off and even access the company handbook. "Giving access to our staff through the ADP app is another great feature that helps to streamline our processes and keep everyone up to date," shares Renee, "And I can process payroll and facilitate necessary HR functions from anywhere, on the go, so it's really a win-win."



THE RESULTS

Recognizing excellent service and support

Partnering with ADP has been a true game-changer for the Therapeutic Kneads team, and for their bottom line when it comes to time and cost savings. And the access to regulatory experts, as well as the rest of the ADP ecosystem — through the virtual client community, webinars and podcasts — has been, and will continue to be, a huge added bonus.

"I frequently hop into RUN. It's such a time-saving tool and a one-stop shop for all things HR, payroll and benefits tracking. Plus, the reports are well put together and we can easily share information with other stakeholders," Renee continues, "ADP is the only way to work smarter in the world of small business!"

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