



WHERE POOL PROS MEET PAYROLL PROS: BUILDING A CONSTRUCTION BUSINESS WITH A PARTNER WHO UNDERSTANDS



Millennium Pools & Spas is a full-service pool company based in Springfield, Virginia, delivering end-to-end services across three lines of business: servicing, renovations and new construction. With residential, commercial and government clients across the Washington, D.C. region, the company is known for creating and maintaining some of the capital's most iconic water-based landmarks. It has earned a strong reputation for quality craftsmanship, reliability and its capability to manage complex, large-scale projects.

As demand for their services grew, particularly in the government sector, the complexity of payroll and compliance needs grew. Their previous provider struggled to support the realities of the construction industry and couldn't keep up with job costing, certified payroll and prevailing wages. This created administrative strain and compliance risk. By partnering with ADP, Millennium Pools gained a purpose-built solution designed for construction payroll and HR, allowing their team to focus less on paperwork and more on growing the business.

BUSINESS CHALLENGES

- ➔ Former payroll provider did not understand industry-specific requirements
- ➔ Payroll, timekeeping and reporting relied on manual work, increasing work and risk of errors
- ➔ Without timely labor and job costing, it was difficult to make informed decisions

HOW ADP HELPED

ADP provided Millennium Pools with a single, construction-specific platform. With certified payroll, workforce management and access to construction payroll experts, Millennium Pools improved compliance and gained real-time visibility into labor costs by job, bid more accurately and protected profit margin.

QUICK FACTS

- Company:** Millennium Pools & Spas
- Industry:** Construction
- Employees:** 100-150
- Headquarters:** Springfield, Virginia
- ADP Products:** ADP Workforce Now®



Hank Lavery
President
Millennium Pools & Spas



Kristin Wilson
Director of HR
Millennium Pools & Spas

"Our people love that they don't have to come to the office. Instead, they're able to clock in and out using the ADP mobile app at the jobsite. All their hours are easily entered and tracked. The app is awesome."

— Hank Lavery
President, Millennium Pools & Spas



CERTIFIED PAYROLL EASES COMPLIANCE CONCERNS

Certified payroll is essential for Millennium Pools to maintain compliance and secure their status as a trusted vendor for government projects. It goes beyond mere reporting; it serves as a critical safeguard that fosters trust with government agencies. "Construction payroll can be complex because we're required to present our payroll information," Kristin says. "Before ADP Workforce Now, with our previous vendor, Paychex, we were constantly worried about compliance."

Since certified payroll is often necessary to receive payment for government contracts, ADP Workforce Now assists Millennium Pools in providing a clear and transparent billing process that clients appreciate. This leads to reduced administrative burden and a billing process that helps ensure cash flow remains stable. "Many jurisdictions now require certified payroll. With ADP Workforce Now, we always have it ready. We attach the report to our invoices, which are then processed immediately," Hank says.

UNSATISFIED WITH A PREVIOUS VENDOR

Millennium Pools previously partnered with another payroll provider, but experienced the challenges of working with a vendor that lacked construction-specific industry knowledge. The struggles began with inaccuracies in reporting, particularly with certified payroll and a lack of insight into job costing. The inability to meet their industry's unique requirements was frustrating, with critical data often being mishandled. For example, tracking employee hours became a cumbersome task, requiring extensive manual checks, which led to delays in payroll processing.

But transitioning to ADP has been transformative. With an in-depth understanding of the construction sector, ADP has streamlined the payroll process, allowing the Millennium Pools team to input multiple job rates and manage employee hours more efficiently, restoring trust and enabling reliable support for certified payroll and compliance without time-consuming workarounds. What once took several days now takes about three hours. "Our previous vendor didn't understand the needs we required and the support we needed, which became very frustrating," Kristin says. "ADP understands and gets things right when it comes to construction."

INFORMED DECISIONS WITH RELIABLE DATA

Millennium Pools has experienced significant growth, with ADP there to support them every step of the way. By consolidating payroll and HR data, Millennium Pools gained real-time visibility into labor costs and workforce trends by job, allowing for mid-project crew adjustments and better margin protection. This has equipped Millennium Pools with a proactive, data-driven decision-making process, resulting in a significant behavior change within the organization.

“Our previous vendor didn’t understand the needs we required and the support we needed, which became very frustrating. ADP understands and gets things right when it comes to construction.”

— **Kristin Wilson**

Director of HR, Millennium Pools & Spas



Additionally, by building a scalable foundation for payroll, compliance and workforce management, Millennium Pools positioned itself to pursue larger and more complex projects without increasing administrative costs. “We use our tracking and costing data from ADP on a regular basis to better understand what changes are required and what decisions to make to best run the company,” Hank says.

ACCESS TO THE EXPERTS WHO CAN HELP

Access to payroll and HR experts in the construction industry makes a significant difference for companies like Millennium Pools. ADP’s Construction Center of Excellence understands the unique challenges faced by these businesses, and its staff offers quick response times and solutions without requiring a client to repeatedly explain their operations. With constantly changing construction regulations, ADP clients stay proactively informed of updates, enabling them to remain ahead of compliance issues that could jeopardize their contracts.

The complexities of certified payroll, insurance requirements, workers’ compensation, time tracking and job costing are too intricate for many companies to navigate alone. “It’s nice knowing that if we have any questions, we can call the ADP Construction Center of Excellence and speak with someone who understands the industry to help us,” Hank says.

ADP MOBILE APP MAKES IT EASY

Millennium Pools’ team in the field enjoys the flexibility that allows them to clock in and out using the ADP mobile app. Their people can go directly to their first job without needing to visit the office and easily clock in when they arrive at the jobsite and clock out when they complete their work, directly from their phones. This flexibility allows for efficient tracking of hours and jobs. Previously, it was a challenge to verify hours, with Millennium Pools often discovering payroll discrepancies only after paychecks were issued. Now, people can check their hours daily, ensuring their pay is accurate before payday. The app also facilitates job-code entry, allowing their people to switch between job codes seamlessly throughout the day. At week’s end, they can verify their hours and job details through a user-friendly experience. “Our people love that they don’t have to come to the office. Instead, they’re able to clock in and use the ADP mobile app at the jobsite. All their hours are easily entered and tracked. The app is awesome,” Hank says.



Delivering three distinct payrolls in just a couple of hours: What once took two days is now handled in just three hours — without adding complexity.

CONSISTENT EMPLOYEE EXPERIENCE

As the spring and summer seasons approach, the business experiences a surge in demand, increasing its workforce from 100 to 150 people. Many returning staff already have their information stored in the system. They love this because they're not concerned about having to provide additional information to resume working, and it allows Kristin and her team to save time by avoiding repetitive data entry.

When new people join the team, they are reassured their onboarding and payroll processes will run smoothly. It's common for Hank to receive concerns from new hires regarding payroll procedures, especially related to issues like delayed paychecks or discrepancies on their Forms W-2. Hank is adept at addressing these worries. "I had an interview the other day where one of the key candidate's questions was 'how do I get paid?'" Hank says. "When I tell them we're with ADP, they love it and there's never another question."

WHAT'S NEXT: BRINGING BENEFITS, PAYROLL AND HR TOGETHER

With payroll and HR running smoothly on ADP, Millennium Pools is now implementing ADP's benefits administration services, bringing payroll, benefits and HR together on one connected platform. By managing everything in one place, the team will gain a more seamless experience for both employees and administrators. Millennium Pools is excited to get benefits up and running with ADP and to keep building a foundation that supports their people as strongly as they support their projects. With the right systems in place, the future is wide open — and Millennium Pools is perfectly positioned to keep making waves.

"Many jurisdictions now require certified payroll. With ADP Workforce Now, we always have it ready. We attach the report to our invoices, which are then processed immediately."

— **Hank Lavery**
President, Millennium Pools & Spa



LEARN MORE ABOUT MILLENNIUM POOLS & SPAS

Visit millenniumpool.com

ADP, the ADP logo, ADP Workforce Now and Always Designing for People are trademarks of ADP, Inc. All other marks are the property of their respective owners. Copyright © 2026 ADP, Inc. All rights reserved.

