



A STRATEGIC APPROACH TO HR: OPTIMIZING WITH ADP® COMPREHENSIVE SERVICES



Maverick Solutions delivers customized training and digital adoption solutions for enterprise cloud software applications. Their proprietary ENGAGE training and adoption platforms, coupled with a unique service methodology, dubbed Training as a Service (TaaS), serve to increase user adoption and help enterprise organizations realize a maximum return on their cloud software investment. After 23 years in business, Maverick Solutions has trained over two million users.

BUSINESS CHALLENGES

- ➔ Onboarding and record keeping were paper-based processes, making management of remote people inefficient and complicated.
- ➔ Benefits open enrollment required multiple manual inputs to ensure elections were secured, transposed into payroll deductions and confirmed with the broker.
- ➔ Compliance with newly introduced state laws made meeting employer obligations for their multi-state workforce challenging.

QUICK FACTS

Company: Maverick Solutions
Industry: Professional Services
Employees: 63
Headquarters: Wake Forest, NC
ADP Products: ADP Comprehensive Services



Cory Christensen
Senior Director of HR and
Professional Development



Diana Harney
Chief Operating Officer and
Executive Vice President



Streamlined onboarding

ADP Comprehensive Services streamlined the onboarding process for remote people by digitizing Form I-9s and other paperwork, reducing onboarding time from two days to 90 minutes, allowing seamless management of background checks and employee records, stored in their people's profiles.



Benefits made easy

Online selection eliminated manual data entry and paperwork, making benefits enrollment easy for their people. This allowed the Maverick team to focus more on team-building and enhancing their core values.



Compliance concerns removed

ADP Comprehensive Services provides compliance support for their expanding remote workforce, enabling them to navigate state laws effectively and eliminate the need for additional hires for employee management and compliance research.

"Everything is digital with ADP Comprehensive Services. Our people access the open enrollment presentation online, log into their ADP account and select the benefits they want — simple. And, their elections are automatically tied to payroll, so pay deductions are set up automatically."

— **Cory Christensen**

Senior Director of HR and Professional Development
Maverick Solutions



PAPER PROCESSES ARE IN THE PAST FOR THIS HR TEAM OF ONE

Cory recalls life before Maverick and ADP Comprehensive Services, recognizing that, as the lone HR team member, he needed support to better serve his people and add a human touch to his role. "Employee onboardings, background checks and benefits renewals was nuts — a convoluted process and completely ridden with paperwork," Cory says.

BENEFITS AT THE CLICK OF A BUTTON

Electronic benefits enrollment has eliminated paperwork, saving hours of manual data entry in multiple platforms. "Everything is digital with ADP Comprehensive Services. Our people access the open enrollment presentation online, log into their ADP account and select the benefits they want — simple," Cory says. "And, their elections are automatically tied to payroll, so pay deductions are set up automatically." Now, time is better spent on team-building efforts and strengthening Maverick's core values.

"We know whatever happens, we'll tackle it confidently with sound guidance from ADP. The assurance that ADP Comprehensive Services brings to Maverick is worth its weight in gold."

— **Cory Christensen**

Senior Director of HR and Professional Development
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SPEEDING UP THE ONBOARDING PROCESS

Onboarding remote people is now simpler, as all Forms I-9 are processed electronically via Maverick's E-Verify within ADP. "Before, a two-day process of bringing a new person to our main office, completing the onboarding paperwork and training them on the basics, is now done in about 90 minutes," Cory says. Additionally, background checks, employee handbook reviews and signatory processes are also fully digital, with records stored in people's profiles. "All new hire information is saved automatically in ADP. It's a seamless process," Cory says. "I don't have to be in the office during the process, and neither do they."

REAL COMPLIANCE SUPPORT FROM A STRATEGIC PARTNER

As Maverick expands and hires more remote people, compliance challenges will increase, emphasizing the need for crucial support from their dedicated team at ADP. "Without our ADP HR representative, we would've had to hire two or three people to research and handle state compliance and employee management," Diana says. "Now with ADP, it's like we've added compliance expertise to our team."

EVERYTHING IN ONE INTEGRATED SOLUTION

Although Diana's role isn't in direct HR management, she often uses ADP to access pay statements, compliance items, 401(k), benchmarking data and time and attendance — all in one platform. "I love logging in and accessing everything so easily," Diana says. And he shares a similar opinion. "Having all company and employee data in a single ADP platform makes tracking and reporting much easier, saving us so much time," Cory says.



What was once a two-day, in-person process to complete onboarding paperwork and training now takes remote people about 90 minutes to complete using E-Verify within ADP.

MORE STRATEGY, LESS GETTING LOST IN THE DAILY TASKS

They viewed implementing ADP Comprehensive Services as a way to streamline HR tasks and allow more focus on their people. "We elevated out of tactical work, focused on building our culture and showing our people we care," Cory says. "It's put the human back in HR." The partnership with ADP is also seen as more strategic. "ADP Comprehensive Services removed so much manual work. I don't spend much time in the weeds of day-to-day employee management and processes anymore," Diana says. "Now my point of view is elevated, allowing me to concentrate on making Maverick even more scalable."

LOOKING TO THE FUTURE

They envision a future focused on expanding Maverick's impact. "Removing the manual work, I spend more time with the executive team helping guide our development and growth. We know whatever happens, we'll tackle it confidently with sound guidance from ADP," Cory says. "The assurance that ADP Comprehensive Services brings to Maverick is worth its weight in gold." And a favorite part of her job is using a growth mindset to strategize and navigate Maverick's next phase of evolution. "I see Maverick with ADP for many years to come. It's very scalable and offers everything we need right now, and we can add more features as we grow," Diana says.

"I see Maverick staying with ADP for many years to come. It's very scalable and offers everything we need right now, and I know we can add on more features as we grow."

— Diana Harney
Chief Operating Officer and Executive Vice President
Maverick Solutions



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