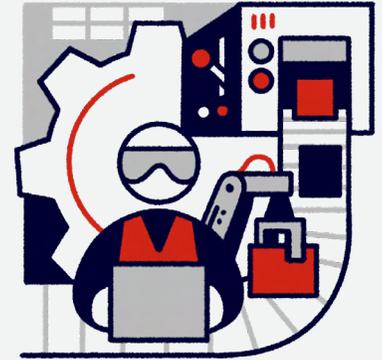




# THE CONFIDENCE IN SWITCHING TO ADP WORKFORCE NOW®



SHD Composite Materials (SHD) develops and manufactures high performance composite materials used across aerospace, automotive, sports equipment and more. With innovation and sustainability driving their mission, SHD relies on strong operational support across two U.S. locations, led by HR and Payroll Manager, Charity Matthews.

## BUSINESS CHALLENGES

- Payroll, benefit and workers' compensation were spread across multiple systems, creating inefficiency and added cost.
- Limited visibility into employee information made accuracy difficult.
- Workers' compensation reporting errors increased the risk of unexpected audit findings.



**Company:** SHD Composite Materials

**Industry:** Plastics manufacturing

**Employees:** 45

**Headquarters:** Mooresville, NC and Tulsa, OK

**ADP Products:** ADP Workforce Now, Pay-by-Pay

**Interviewee:** Charity Matthews, Human Resources and Payroll Manager

**“I love that with ADP Workforce Now, any changes are automatically updated in real time. I don’t have to spend an hour verifying totals the day I run payroll.”**

**Charity Matthews**

Human Resources and  
Payroll Manager,  
SHD Composite Materials

**A PROVIDER UNABLE TO MEET THEIR NEEDS**

When Charity joined SHD, HR and payroll processes felt fragmented. Different systems, slow support and no centralized HR hub meant more time spent navigating issues and less time focusing on the business. It became clear the organization needed a more reliable and unified approach.

With ADP Workforce Now, SHD gained an all-in-one platform and consistent support, streamlining workflows and giving Charity more capacity to focus on strategic needs rather than system challenges.

**CONFIDENCE IN ADP MADE IT AN EASY CHOICE**

Because Charity had used ADP Workforce Now in a previous role, she already trusted the platform’s capabilities. Reviewing the full range of services confirmed that it was the right fit for SHD’s current operations and long-term goals.

“I was confident with ADP. I knew the level of service I needed, and would get, would make everything easier with ADP Workforce Now,” Charity says.

**IMPROVED ACCURACY AND INSIGHT FOR BETTER DECISION MAKING WITH ADP ASSIST**

ADP Workforce Now decision-making helps SHD stay proactive rather than reactive. For example ADP Assist can automatically detect payroll variances, such as mid-cycle salary adjustments, and will alert Charity to review suggested corrections. These proactive notifications help her quickly address discrepancies that were once time-consuming manual tasks.

ADP Workforce Now’s always on payroll saves time and helps enhance accuracy, With continuous calculations and real-time updates, Charity has instant visibility into changes, reducing the need for after the fact corrections or last-minute reconciliation. “I love that with ADP Workforce Now, any changes are automatically updated in real time. I don’t have to spend an hour verifying totals the day I run payroll,” Charity says.

SHD relies on ADP Workforce Now to help empower its people. For example, they can use natural language-based search to find answers to policy questions and FAQs, ensuring consistency and reducing day-to-day HR questions for Charity.

Together, these intelligent capabilities give SHD a clearer picture of their workforce, greater accuracy across HR tasks, real-time visibility into payroll liability and the ability to act quickly through intuitive, guided steps — all of which position the organization for scalable, confident growth.

“I love ADP Assist, it’s been great at helping me save a lot of time and avoid errors that could have been easily overlooked,” Charity says.

**FROM CONCERN TO SUCCESS: NAVIGATING OPEN ENROLLMENT**

Open enrollment could have been challenging during SHD’s transition, but ADP Workforce Now’s intuitive design, and automatic reminders when people logged in, made the process smooth and worry-free.

People felt confident using the system, and Charity appreciated the reduced administrative load.

"Using ADP Workforce Now made our first benefits enrollment easy for me to manage with no issues — and it made our people very happy, too. It was a great win for us," Charity says.

### ADP PAY-BY-PAY® ELIMINATES FINANCIAL SURPRISES

Workers' compensation once involved uncertainty due to delayed updates and large year-end adjustments. With ADP's Pay-by-Pay service, premiums are calculated automatically based on real-time payroll data, improving accuracy, and eliminating unexpected invoices. It allows SHD better visibility into on-hand finances.

"ADP Pay-by-Pay makes workers' compensation compliance simple because it calculates based on my actual head count in real-time, and it's accurate down to the penny," Charity says.

### INTEGRATED SOLUTIONS EASE RECRUITMENT CHALLENGES

Hiring was previously slowed by manual steps and delays in background checks. ADP Workforce Now simplifies everything — from configurable hiring workflows and offer letter templates to integrated screening tools and automated job post refreshes. Background checks now arrive three to five days faster, helping SHD hire and onboard more efficiently. These streamlined processes support the company's growth plans by helping her move talent through the pipeline with ease.

"Using ADP Screening and Selection Services, I'm able to get complete background checks three to five days faster than before. That's a huge time savings for me and allows us to onboard quicker," Charity says.

### FUTURE GROWTH AND PEACE OF MIND WITH ADP

Switching to ADP Workforce Now delivered an estimated **\$190,000 in ROI**, allowing SHD to reinvest in equipment and maintain benefit costs for employees. With improved efficiencies across HR and payroll, Charity now has more time to focus on strategy, and SHD has a stronger platform to support future expansion.

"While we knew our savings would be huge, seeing \$190,000 reinvested back into our organization for our employees was incredibly impactful," Charity says.

"We're very excited about the growth we've achieved and hope to double that growth in the next two years. Knowing ADP has our back will help us get there."

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