



# “EXCEPTIONAL EXECUTION UNDER PRESSURE”: AN ADP TOTALSOURCE® IMPLEMENTATION STORY



Work Health Solutions is an occupational health care business based in San Jose, California. They're focused on creating proactive, customized solutions to keep workspaces healthy, safe and productive, so employees can thrive and reach their full potential.

Work Health Solutions needed a partner to efficiently implement a system that could meet the complex HR needs of their growing business.

## BUSINESS CHALLENGES

- ➔ Former PEO platform lacked robustness, failing to meet the changing needs of the business
- ➔ The previous tools were disconnected, preventing data visibility across departments
- ➔ Customer service from their former platform provider was lacking and left the Work Health Solutions team to try figuring things out on their own



**Company:** Work Health Solutions

**Industry:** Health Care

**Employees:** 120

**Headquarters:** San Jose, CA

**ADP Products:** ADP TotalSource®

**Interviewee:** Dean Frieders,  
Chief Solutions Officer

work health\* solutions

**"After a sustained run of poor customer service with our prior payroll provider, we made the decision to move to ADP. It was a complex lift under tight deadlines, but it has been executed exceptionally well."**

— **Dean Frieders**, Chief Solutions Officer, Work Health Solutions

## **THE RIGHT SOLUTION AT THE RIGHT TIME**

When Work Health Solutions experienced unprecedented growth a few years ago, they realized the professional employer organization (PEO) platform they were using couldn't keep up. They needed a system they could trust to meet their expanding needs as the business grew, so they could keep pushing toward that goal of keeping workspaces healthy and safe. They reached out to ADP for help.

Chief Solutions Officer Dean Frieders said, "After a sustained run of poor customer service with our prior payroll provider, we made the decision to move to ADP. It was a complex lift under tight deadlines, but it has been executed exceptionally well." ADP stepped in with the ideal solution and the expertise to get everything set up and running, so Work Health Solutions could focus on meeting patients' needs.

## **POWERFUL TOOLS, BIG SAVINGS**

Work Health Solutions does a tremendous job at meeting the urgent needs of its clients. They've had moments of ramping up their employee count by hundreds with relatively short notice. Growth like that requires a flexible PEO platform that can scale with them.

They implemented ADP TotalSource as a comprehensive solution. It provided Work Health Solutions with a self-service option that gave their leadership team visibility into crucial data. The platform's user experience stands out to Dean. "I've also been genuinely impressed with ADP's UI/UX. The platform surfaces exactly what matters without hunting or guesswork. That level of visibility makes a material difference for leadership teams managing risk and compliance."

During implementation, ADP was able to maintain the same health care providers that Work Health Solutions had been using. Even after adding long-term disability insurance to their dental, vision, and life insurance offerings, ADP was able to provide lower benefits costs compared to Work Health Solutions' previous vendor.

## **CUSTOMER SERVICE MATTERS**

Implementing a new system can be overwhelming and confusing. The team at ADP worked to understand Work Health Solutions' needs and what products would benefit them the most before the implementation process began.

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Work Health Solutions

Exceptional service from ADP's sales team and implementation specialists ensured a smooth transition. Implementation Specialist Dean Stevens said the team “collected the employee data, loaded it and gave Work Health Solutions the keys.” Sales Partner Jennifer Benner said the importance of transparency throughout the implementation was huge: “It removes the client having to ask, ‘Where are we in the process?’ It’s all visible.”

Dean had this to say about ADP's implementation process: “Their responsiveness, organization, and command of the process made what could have been a painful transition not only manageable, but efficient. They owned the details, anticipated issues, and kept things moving when the clock was very much against us.”

That service, along with robust tools, has made a massive impact on Work Health Solutions' long-term goals. Dean said, “Transitions like this test both people and systems. Strong professionals and well-designed tools matter. This experience reinforced both.”

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