ADP®

EMBEDDING ADP PAYROLL FOR A SUPERIOR CLIENT EXPERIENCE

Clover, a Fiserv company, provides an all-in-one, point-of-sale (POS) system, as well as other payment processing and business management tools to their clients. They offer clients a suite of payment processing, POS and business management tools. Will Karczewski, the senior vice president and general manager, shares insights into their partnership with ADP® Embedded Payroll, how it has influenced their business and the overall experience clients can now have with their POS platform.

BUSINESS CHALLENGES

➡ Offering payroll services without specialized in-house expertise posed a significant hurdle as well as compliance risks.

➡ Ensuring timely and efficient support during critical payroll periods was a major concern since Clover employees aren't trained as payroll experts.

➡ Identifying a scalable solution that could provide value-adding services for their clients as they grew was essential.

QUICK FACTS

:: clover

Company: Clover (a Fiserv solution)

Industry: Professional services

Employees: 38,000

Headquarters: Milwaukee, Wisconsin

ADP Products: RUN Powered by ADP®, ADP® Embedded Payroll

Interviewee: Will Karczewski, Senior Vice President and General Manager
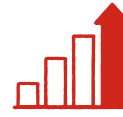
Offering more to clients

Clover's decision to embed ADP payroll into their POS service offering became the foundation for a **strategic partnership** that allows them to offer their clients more without adding extra burden to their own staff.

Live support

Live phone and digital support means Clover clients using ADP Embedded Payroll **can rest assured that they'll get real-time support** if challenges or questions arise, which is critical during sensitive payroll periods.

Room to grow

By embedding ADP, Clover has gained access to a **comprehensive suite of human capital management solutions**. This will enable them to adapt their use of ADP as their business needs expand, seamlessly integrating new offerings alongside the existing embedded payroll service.

Partnering with ADP Embedded Payroll has enabled Clover to enhance the service offerings they provide to their clients without taking their attention away from their core business operation — their POS solution. Clover's partnership with ADP provides Clover clients with an integrated and seamless experience for POS and payroll, as well as the payroll expertise needed to support the legal and compliance requirements of a highly regulated industry like payroll.

GETTING STARTED WITH ADP

The decision to embed ADP into their POS solution was one Will and the leadership team at Clover carefully considered before moving forward. They knew they wanted to offer their clients something better than the other options available on the market. As a best-in-class POS solution, it seems only right that they chose a best-in-class payroll provider that would give their clients the most seamless experience possible. "ADP is the best payroll solution out there," says Will, "so that was the easy piece."

LIVE SERVICE AND SUPPORT

The service and support available through ADP Embedded Payroll was a key factor in the decision-making process for Will and the rest of the leaders at Clover. "We're not payroll specialists," says Will. "We know that, and it means that we knew we needed a really high standard of care." Because ADP's support model for Embedded Payroll is the same as its other service offerings, Clover clients using ADP Embedded Payroll can access payroll expertise and assistance via live chat or phone for any challenges or questions that may arise. This means that Clover employees supporting the POS platform don't field payroll questions, allowing them to stay focused on their core business. "When it comes to payroll, there's usually deadlines you have to meet," says Will. "Having on-demand support and service with live and digital options is extremely important to us." By entrusting payroll to ADP, they can keep their focus where it's needed most — on their clients and growth initiatives.

> "Here at Clover, we're not payroll specialists, and we know that. But when it came to embedding a payroll solution into our POS platform, we knew we needed a really high standard of care, and ADP clearly meets the mark for us."

— Will Karczewski
Senior Vice President and General Manager, Clover

A SCALABLE SOLUTION

Embedding ADP into their platform has allowed Clover to stay focused on their growth initiatives while providing their clients with more. Now, not only do Clover clients have access to payroll, there's also the possibility to add more solutions in the future so that Clover clients have additional human capital management (HCM) solutions to choose from. "ADP has a full suite of HCM solutions that we could start to plug into our offering in the future in addition to payroll," says Will.

Embedding ADP into their POS solution has enabled Clover to offer their clients an integrated payroll experience without the cost and time commitment of building and supporting a solution on their own.

As a fully embedded payroll solution, Clover clients get a seamless and integrated experience; there's never any manual data transferring involved since ADP's payroll software is embedded into the Clover solution.

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INTERESTED IN EMBEDDING ADP INTO YOUR SOLUTION?

Learn more about **ADP Embedded Payroll**.

ADP®
Always Designing for People®