A bank grows alongside ADP®

Anna Maria Miller,
Senior Vice President,
Chief Human Resource Officer

Bank of Princeton is a bank that has been growing steadily over the years. We recently caught up with Senior Vice President, Chief Human Resource Officer, Anna Maria Miller to discuss the bank's growth and the challenges they've had to overcome. From moving past paper-based data storage to centralizing and simplifying compensation and payroll processes, Anna Maria takes us through the ways ADP has helped Bank of Princeton grow and thrive.

Quick facts

Company: Bank of Princeton

Headquarters: Princeton, New Jersey

Industry: Financial services

Employees: 180

Product: ADP Workforce Now®, ADP mobile app, ADP dependent verification

Learn more about Bank of Princeton at thebankofprinceton.com

Growing with ADP

In the beginning, we just used ADP payroll. Then we added the recruitment module, the benefits module, then onboarding. So, we've been growing along with ADP and now every module is fully integrated. We did that in order to optimize the software that we were using, in order to make it better for us, to customize it in order to work for us. The last thing I wanted to do was to have 10 different systems, which did not work together.

One of the benefits of working with ADP is that they actually listen. And they help us use their technology to improve ourselves, to be better at what we need to do. I think my personal comfort level is with ADP because I've grown as they have grown. They have been answering every single issue I've had and have come up with a good solution.

I love the direction that ADP is going because I see the upgrades and changes, which make us more effective and efficient. The fact that they're fully integrated is great for us, because we're able to do much more now than before. We're a better champion with our team mates and organization. We're much more proactive now than reactive. I think that's the key, for us.

ADP
Always Designing
for People®

The Bank
of Princeton

Stress-free audits

We're a bank and we get audited frequently, in order to make sure that we are doing things correctly. One of the services ADP has is ADP dependent verification, which helped us make sure we were more effective and efficient. That was brilliant for us because we could then see where our loopholes were and tighten them up quickly. It helped us to pass all those audits with flying colors.

Employee self-service

I don't want to waste my company's money. I'm not going to buy software that's just going to sit on the shelf and not do anything. I want to be able to utilize it in order to make myself, the organization and most importantly, the employees more effective in what we need to do.

With the ADP mobile app our employees have the information on their 401(k) available to them. Employees can adjust the percentage they contribute and put in their beneficiaries all on their phone. It's brilliant because by using the mobile app, they could share that information with their families at home during nights or weekends when they're not working.

We need the employees to focus on what they need to do for work, and not worry about clocking in or out or doing their performance review or selecting benefits. We want to take the angst away from them.

Our mobile usage rate is 98 percent so that means that it's a good system for us and our employees are using it!

Simplifying performance reviews and the compensation process

Before we started working with ADP, performance reviews would take about a month. It was paper intensive. We were tracking performance reviews from managers repeatedly and it was taking too much time.

Once we implemented ADP Workforce Now talent management, the process was cut down to less than a week. We send out automatic notifications when the performance reviews are due and give the managers timeframes in which to complete them. Then, the reviews are delivered electronically to HR. We look at the rating scores and move it over to the compensation module to see where we are with the gaps and then pull it into payroll. ADP Workforce Now talent management took a labor-intensive process from paper to totally in the cloud. And it takes two to three days to complete.

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Updating document storage and sharing for the 21st century

We store as much as we can with ADP DocCloud. I'm not a paper person. I hate paper, but we keep what we have to legally have to keep on paper, and the rest is all in the cloud. Our employees can store their changes there as well. If they're changing benefits, we occasionally need to have a wet signature on forms. We'll go ahead and store them on the cloud from the HR end — it's become our file cabinet. When people resign or if they have issues, we will actually put that paperwork into the DocCloud feature to store it for the future. The performance reviews are on there, too.

Making smarter decisions with help from ADP analytics

We use the analytics feature all the time for HR such as how many interviews we have and how long our requisition interviews to hire acceptance rates are. We also use it for affirmative action reports, so I can see where our metrics are in terms of race and sex. We've also been looking at it for turnover issues such as potential retirements, our average retention rate etc.

The nice thing about analytics is that they pinpoint to where your data is and show behaviors. Through looking at the behaviors, you can make decisions about what you want to do. It makes you more strategic because you're not spending time concerned with payroll, performance reviews, benefits, administration, and all of those different things. It gives you time to really look at what the underlying issues are. This gives you the ability to make some good decisions about what you want to do in terms of improving the culture of the organization, helping your employees become more engaged or spending time on things you can do to add value.

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