



IN THE BUSINESS OF YOUR SUCCESSSM



Business Impact

Control Benefits Costs, Reduce Labour Costs,
Improve Tax & Regulatory Compliance

Southern Bancorp Expands its Footprint with the Support of Flexible Administrative Solutions from ADP

COMPANY BACKGROUND

Founded in 1987, Southern Bancorp is the largest rural development bank in the United States, serving individuals and companies in communities throughout Arkansas and Mississippi. It consists of several commercial banking institutions as well as a nonprofit community development arm. The bank holding company is committed to helping transform rural economies by creating new trends in investment. Based in Arkadelphia, Arkansas, Southern Bancorp has approximately 280 employees.

THE CHALLENGE – PROVIDE ACCESS TO TIMELY PAY AND BENEFITS INFORMATION Engage Employees through Self-Service

Paper-based human resources and benefits administration had established time-consuming, task-driven routines for Southern Bancorp’s employees and HR staff. “There was a lot of passing paper benefits forms around, and it was not easy for our employees to access HR and benefits information,” explains Jill Hilton, Southern Bancorp’s HR director. The company needed a way to engage its employees more directly in the administration process.

THE CHALLENGE – AUTOMATE ADMINISTRATIVE TASKS

Minimize Mistakes Associated with Manual Systems and Methods

Southern Bancorp’s employer-related administrative systems were hardpressed to keep pace with the company’s growth in locations and headcount. “We had been using time clocks and each pay period we would have to gather and manually calculate employees’ time, and then input the data into our in-house payroll system,” says Hilton. “It seemed like we were doing payroll all the time.”

HR. Payroll. Benefits.

THE CHALLENGE – REDUCE THE RISK OF EMPLOYER-RELATED REGULATORY ERRORS

Utilize the Knowledge Base and Expertise of a Proven Service Provider

The bank holding company was administering not only its payroll processing, but also payroll tax filing internally. That required company staff to stay abreast of changes in payroll tax rules and regulations on the federal, state, and local levels. “Finding another way to administer payroll tax filing was part of finding another way to do payroll and manage our time and attendance,” says Hilton. As the company focused on managing future growth, outsourcing became a strong option.

SOLUTION – ADP’S HR/BENEFITS, PAYROLL, AND TIME & LABOUR MANAGEMENT

Southern Bancorp addressed its HR, benefits, payroll, and time and attendance administrative needs with a comprehensive suite of hosted, Web-based solutions from ADP, the market leader. “When we decided to outsource, ADP was the logical choice because they are the market leader,” says Hilton.

“With ADP’s HR/Benefits Solution, our HR staff is spending far less time passing paper forms back and forth to our employees. That means there is more time for us to serve our employees in areas, such as training and employee development.”

- Jill Hilton, Human Resources Director, Southern Bancorp

ADP’s HR/ Benefits Solution enables Hilton and her staff to manage HR and benefits information using a central database that adds to efficiency and allows immediate access to the most up-to-date information for timely compliance reporting, performance reviews, leave management, and other requirements that an HR department faces each and every day.

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ADP'S SUITE OF HOSTED, INTEGRATED SOLUTIONS ENABLES THE EFFICIENT DEPLOYMENT OF CONSISTENT FEATURES THAT MEET SOUTHERN BANCORP'S ADMINISTRATIVE NEEDS:

Streamline and Automate Workflow Processes:

ADP offers industry-leading payroll management solutions that can help you gain greater control over this major cost centre. Many companies find that they are able to increase efficiency and reduce indirect costs for payroll and HR-related processes up to 50% with ADP's help.*

Streamline the Benefits Enrollment Process:

ADP systems enable employees to enroll themselves online which gives them the flexibility to do this task off-hours, and avoid taking productive work hours for administrative activities. Online enrollment also replaces time-intensive paper forms and record-keeping.

Review and Manage HR Information Online:

Employee Self Service with ADP will enable employees to be more productive on the job by giving them access to the most important and most requested HR, benefits, and payroll data online and after hours.

Improve the Timeliness and Effectiveness of the Employee Performance Review Process:

ADP helps you ensure timely reviews by notifying managers that reviews are due or overdue.

Reduce Administration Materials and Distribution Costs Related to HR, Payroll, and Benefits Administration Activities:

Now you can streamline the way you distribute information to your employee population. ADP offers hosted Web-based solutions that make it possible to enhance employee communications, decrease the labour involved in producing and distributing materials, and contain benefits costs.

Manage the Accuracy and Timeliness of Tax Payments to Government Agencies:

For more than 55 years, ADP has been helping companies mitigate their compliance risks. More than 550,000 companies currently use ADP's tax and compliance services to help assure that their operations comply with regulatory and tax codes, while decreasing the administrative burden on their staff.

REAL SUCCESS

Employee and Manager Self-Service Makes a World of Difference

Self-service changes the traditional dynamics of HR administration. "The big gain for employees is convenience. They can access their pay data and benefits information, and make life-event changes and complete enrollment online," notes Hilton. Managers also benefit from the introduction of self-service into the work environment – from online approval of employees' hours to doing performance reviews. "ADP's HR/B is one of the most user-friendly products I have ever seen," adds Hilton.

Return on Investment

In addition to saving the expense equivalent of a full-time person, the savings from using ADP's solutions touch several other areas. "We no longer have to FedEx pay statements to employees, because they can access their current pay information and pay history online," says Hilton. "We're also saving a lot of money by no longer having to print and distribute benefits forms to employees at 30 locations. Time cards have been replaced by clocking in-and-out at a personal computer." Then there are the savings that result when a trusted service provider helps to minimize compliance risks. "The tools ADP has provided certainly are having a positive and measurable impact on our employee administration," she concludes.

ABOUT ADP

ADP is one of the world's largest providers of business outsourcing solutions. Leveraging over 60 years of experience, ADP offers a wide range of HR, payroll, and benefits administration solutions from a single source. ADP's easy-to-use, cost-effective solutions for employers provide superior value to companies of all sizes and types. And you can count on ADP for unparalleled compliance support and the most qualified and accessible client service in our industry.

ADP offers accurate, convenient and reliable solutions that can help you to:

- Control Benefits Costs
- Improve Employee Retention
- Reduce Labour Costs
- Manage Tax and Regulatory Compliance

Contact ADP today at
1.866.228.9675 or visit **adp.ca**

* ADP PricewaterhouseCoopers Study, 2004.

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