




Serving up payroll success



Jackson Uppal
Director/Owner

Quick facts

 **Company:** Rice Burger

 **Headquarters:** Vancouver,
British Columbia

 **Industry:** Restaurant and Hospitality

 **Employees:** 5

 **ADP products:**
ADP Workforce Now On the Go®

Born out of friendship and a unique culinary experiment, Vancouver-based Rice Burger has become a beloved local eatery. Since 2016, owners and friends Jackson Uppal and Austin Chen have been creating unique flavors while growing their business from home-based food delivery to a retail storefront, and now to the most recent addition of a food truck.

Growing a successful small business takes a lot of work, determination and time. It also relies on dependable people and processes. Unhappy with the quality of service they received from a previous payroll provider, Jackson decided it was time to look into a more intuitive and streamlined solution. So they turned to ADP.

Business challenges

- Rice Burger's previous payroll provider was unreliable, and customer service slow to respond.
- Tracking payroll was cumbersome, involving multiple documents and spreadsheets
- Rice Burger's previous provider was expensive and not delivering the caliber of service it had promised.

With the help of ADP Workforce Now On the Go, Jackson rests easy knowing he has a reliable partner to handle his payroll so he can focus on what matters most—serving up delicious food that keeps his customers coming back for more!

Navigating payroll complexities

As Rice Burger grew, so did the complexity of managing its operations, especially payroll. Jackson recalls, "We had worked with various payroll companies before, but none offered the simplicity and reliability we found in ADP Workforce Now On the Go. Previous providers did some shady stuff, and it was a headache managing payroll with them."



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The transition to ADP Workforce Now On the Go marked a turning point for Rice Burger. "ADP has been so helpful and so smooth," says Jackson. Even a particularly stressful experience, like when he forgot to process payroll, didn't cause them to skip a beat. With a quick call to ADP, the crisis was averted and staff received their paycheques on time.

"Now, not only are cheques always on time - they're for the correct amounts. I don't have to worry about whether my staff is getting paid properly."

The simplicity and effectiveness of ADP

One of the things Jackson enjoys the most is the intuitive nature of ADP's system. He mentions how easy it was to get accustomed to it: "Once I started to play around with the system, I came to see it was very easy to follow." He also credits ADP's implementation team for getting him quickly set up and answering all of his questions along the way.

"I know that if I have questions, someone will be there to answer them in a timely manner. I used to chase people through email to get my questions answered and get my reports. Now with ADP, it's all so accessible."

Staffing in the hospitality sector is always a challenge. With ADP's onboarding features, adding new hires is a straightforward process, and the ADP Workforce Now On the Go's comprehensive reporting makes managing budgets a breeze. "The reports make it simple and clear, and we don't have any unnecessary or unreliable steps we used to with our previous provider. ADP takes the mystery out of payroll with an easy and streamlined process."

Saving time and money is as easy as ordering takeout

When you're running a small business, your time is extremely valuable, and in addition to the ease with which he can process payroll, the second biggest win for Jackson just might be the time he is saving. "I can process payroll in under three minutes. Before, there were all these steps, and I would question if the numbers were correct, but not anymore."

Reflecting on his experience, Jackson doesn't hesitate to recommend ADP Workforce Now On the Go to other small business owners. "I cannot express how easy this has been with ADP. It's like spreading butter. I back ADP 100 percent and will go to bat for ADP every time."

With payroll worries a thing of the past, Jackson and his team are excited about the future, including a potential expansion with more locations and a broader menu of their delicious and unique food. And no matter where their journey takes them, Rice Burger has a payroll solution that supports them every step of the way.

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