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Kaiser • Lachance  
communications

# Kaiser Lachance Communications

## ADP Customer Success Story

### The Client

**Organization name:** Kaiser Lachance Communications Inc.

**Industry:** Professional Services, Public Relations

**In business since:** 2011

**Number of employees:** 16

**Location:** Toronto, ON;  
Montreal, QC

**Website:** kaiserlachance.com

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Joyce Fergusson,  
MBA, CPA, CMA  
Controller

### Business Overview

Kaiser Lachance Communications Inc. (“Kaiser Lachance”) is a rapidly growing firm that offers a full suite of strategic and integrated communications solutions with a particular emphasis on corporate, marketing, and financial communications. Kaiser Lachance’s clients range from small, technology startups to large, multinational and public companies in the real estate, professional services, financial and technology sectors, among others.

### The Challenge

Like many startups, Kaiser Lachance managed its payroll in the early days with a basic accounting package and physical cheques. With a semi-monthly payroll frequency and a small team, this worked for a while, but as the company grew, they needed to offer direct payroll deposit to employees’ bank accounts.

Without a specialized payroll tool to handle its payroll, Kaiser Lachance was required to manually calculate and balance its remittances, on top of the cycle of preparing, matching, and distributing manual cheques. As the company continued to grow, so would the time required for manual processes, along with an increased risk for errors.

## The Solution

Kaiser Lachance turned to TeamPay by ADP® to automate direct payroll deposits and to help manage payroll processes such as government remittances, balancing and Employer Health Tax filings. In doing so, the team benefitted from significant time savings.

"Payroll, while a small part of my role, is a very important part of my day-to-day function," explains Joyce Fergusson, the company's controller. "By moving to ADP, I save as much as 50 percent of the time I used to spend on payroll processing. If there are no exceptions or changes – such as a change in salary or adding a summer student – I review and approve the reports and I'm done."

The team also appreciates using a service provider with a thorough understanding of payroll regulations and processes. The ADP implementation and client service teams supported Fergusson from setup through year-end processing – to help Kaiser Lachance save time and meet its obligations. "Despite the complexities, the implementation and service teams have great knowledge and respect in dealing with people," continued Fergusson.

## The Outcome

ADP small business solutions help organizations comply with complex, ever-changing payroll regulations and help reduce the risk of non-compliance. Kaiser Lachance has peace of mind knowing that its employees are paid correctly and on time.

"I don't believe a small business using ADP would have difficulties with a payroll audit. ADP knows the rules well and helps organizations like ours follow them," says Fergusson.

TeamPay by ADP® also provides Kaiser Lachance's employees with the convenience of direct deposit to their bank accounts and online access to pay statements and tax forms, such as T4s.

"At Kaiser Lachance, our people are our greatest assets, and it is very important to us to ensure they are paid accurately and on time," says Fergusson. "When we bring new employees on board, I like to mention that ADP is our payroll provider so they are confident in our payroll process."

“By moving to TeamPay by ADP, I save up to 50 per cent more time in payroll processing. If there are no exception changes – such as a change in salary or adding a summer student – I just view and approve reports and I'm done.”

Joyce Fergusson,  
MBA, CPA, CMA  
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“At KLC, our people are our assets and it is very important to us to ensure they are paid accurately and on time.”

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