The experience of a client and the confidence of a partner

Since 1987, Western Computer, a Microsoft Dynamics software and services firm, has been finding solutions for enterprise, midsized and small business clients. They proudly help each client with their own unique roadmap for success with strategic planning and alignment to their culture and individual company needs. Always looking to provide the most complete offering, Western Computer partners with ADP® to help clients with their HR, talent and onboarding. And they aren't just a partner, they're an ADP user as well! Read more about Western Computer's client/partner story below:

A valued client

Being an ADP client has allowed Western Computer to see firsthand how ADP's extensive offerings can make an impact within their own organization. With ADP's help, Western Computer was able to automate processes and take their business further. Linda Collins, president at Western Computer, shares her experience as an ADP client and the impact it has made for her organization.

Why ADP

Western Computer is not only an ADP partner, but a client as well. Each year, we do many new hires and annual performance reviews. Our pain points were around the onboarding of new employees, performance reviews, talent acquisition and recruiting. Reviewing and managing resumes was a very cumbersome process. We were very impressed by the full suite of products that ADP had to offer and knew they could help us automate a lot of manual processes that we had been dealing with for a long time.

Linda Collins
President

Quick facts

Company: Western Computer

Headquarters: Oxnard, California

Industry: Computer software

Employees: 160

Established: 1987

Website: westerncomputer.com

Business challenge: Manual recruiting, onboarding and annual review processes were cumbersome and time consuming for practitioners.

How ADP® helped: ADP was able to help Western Computer automate their processes and helped improve company-wide communication with the use of ADP technology solutions, including the ADP mobile app.

![ADP — Always Designing for People®]

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Communication improvements

With ADP Workforce Now®, our team is able to have an app on their phones and see their information, their employee profile, their remaining vacation and sick hours and that has been huge. The app also has a homepage where we're able to post corporate announcements and HR-related information. From a communications perspective, we have seen a major improvement using ADP.

Impressive implementation

At Western Computer, we are a software and services company. Deploying software solutions is what we do. We have our own implementation methodologies, so I am very familiar with implementations and how they are deployed. I have to tell you; I was so impressed with the simplicity of ADP's implementation. They had such a strong procedure in place. It was very easy for us to absorb the information that we were being trained on. It was very organized, and it was given to us at a pace that was easy for us to digest.

A trusted partner

Since Western Computer strives to provide its clients with a unique roadmap, customized to their needs and goals, they seek trusted partners who will help them deliver comprehensive services. Through their partnership with ADP, Western Computer is able to offer clients choices that will help them achieve their individual goals and meet their expectations. Here's what Linda has to say about the partnership and why ADP is Western Computer's partner of choice for their clients:

Providing impeccable service

I see a very long relationship with ADP based on the experience that we've had. From the inception of our partnership with ADP, we've had an incredible team behind us and that has really been invaluable. Western Computer has a rigorous process when selecting a new software partner to ensure that we are recommending the best solution to our customer. The last thing we want is for our customer to struggle with a solution that we have recommended. With ADP, not only do they have the name and the size of the company behind them, but they also understand the "people factor." That's what we enjoy the most and that's the thing that makes us feel most confident when recommending ADP to our customers. We know that our customers are going to get the same service that we received. That is why we are 100 percent behind our recommendation for ADP for payroll.

Offering a complete package

In addition to the personal touch, the tools that ADP offers for HR, talent and onboarding are not only important to us as a company, but to our customers as well. The functionality and scope of products that are offered within the package is incredible. To be able to confidently go in and say, "Yes, we can help you here," and "Yes, ADP can help you there"— it's a really good feeling!

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Always Designing for People®

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Knowing that our customers will benefit from the functionality that ADP has to offer and allowing them to take their business further is a huge key factor for me.

Enabling partner sales teams:

The amount of time that ADP has invested in training our sales teams has been fantastic. They want to make sure that we're going in with the right messaging, that we understand the products that they offer and we're positioning it correctly that first time.

Why Western Computer confidently recommends ADP:

It's really everything. It's their broad range of solutions that they offer. It's their strong methodology for implementation, knowing that when we do deliver it, it's going to go well. It's the implementation team and the strong customer service team — we just have complete confidence that the customer is going to be happy.

We have a great experience as an ADP partner, and also as an ADP customer. Being able to see firsthand how they treat us with service, implementation and the breadth of their products is why I definitely recommend them 100 percent to my peers.

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