



# Meeting Suzanne Harris' HR needs for 40 years:

## "ADP is the only company for me!"

From managing complex payroll processes to recruiting, training and retaining a diverse pool of talent, career HR professionals continually juggle many tasks. That's why Suzanne Harris, vice president of human resources at NexusTek, relies exclusively on ADP®. In fact, Suzanne has relied on ADP at every job throughout her entire 40-year HR career. ADP sat down with Suzanne to talk about the industry change she's witnessed in the last four decades and why she continues to trust ADP to meet her team's evolving HR needs.

**Suzanne Harris**  
Vice President of  
Human Resources



### Quick facts

- Company:** NexusTek
- Headquarters:** Greenwood Village, CO
- Industry:** Information Technology Services
- Employees:** 325
- Product:** ADP DataCloud and DE&I Dashboard
- Website:** [www.nexustek.com](http://www.nexustek.com)

### ? When did you first start working with ADP?

It was 1980, and I was working for a large road construction company. That was back in the day when you worked on big 12x14 payroll worksheets that you filled out by pencil in triplicate. A driver came and picked up the worksheets and brought back the ADP checks the next day. In those days, you couldn't preview your payroll and whatever you turned in was how it was going to come back. I learned to love payroll and HR and working with the employees. That's how my HR career was launched!

### ? Why did you grow to rely on ADP so early in your career?

In 1985, I was working in Orange County, California, and oversaw payroll functions. We had a problem on our end with some of our computer systems and were unable to print checks. I called my ADP customer service partner and they ran the payroll hot. They actually had the checks ready for me in a couple of hours so I could go pick them up, which meant I didn't have to let down a couple hundred of my employees. ADP really came through for me. ADP has always been there for me, even when the mistake was on my end.

### ? What has ADP's commitment to meet its customers' evolving needs meant for your HR teams over the years?

I moved onto a company in the commercial real estate industry where I worked for 25 years. They had ADP when I started, and I saw the transformation from paper-based payroll to a cloud-based payroll system. I've also witnessed the additional tools ADP developed over time to make HR functions less administrative, which meant we could become more strategic partners in our business and focus on our growth and development. From there I moved into my current position in the technology space that uses ADP and I'll be quite honest with you that at this point in my career, I wouldn't go anywhere that didn't use ADP.

## ? How have ADP's new tools transformed your work at NexusTek?

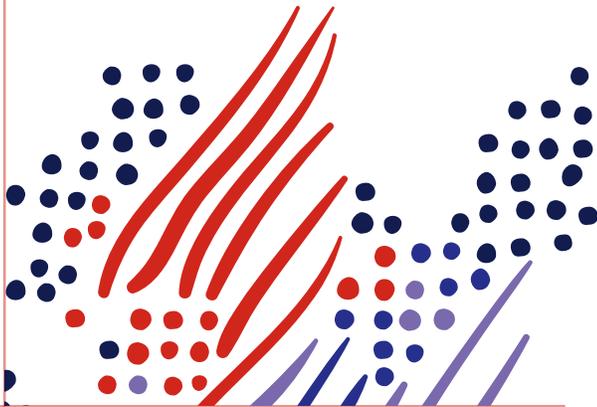
About three years ago we instituted the entire ADP Workforce Now system — HR, payroll, recruiting, the onboarding features — all of it. We're finding that because we use all the solutions, we're very efficient. We run a lean HR team and yet meet all of our compliance and reporting requirements. We also meet all our employee's expectations. We really like the salary benchmarking data tool for our annual review of employee compensations and our CEO is also a big fan. If there's a new role that we are hiring for we can benchmark what that salary might cost us and see what different regions we can hire in to keep within our budget.

## ? What features have you seen emerge in the last 40 years that have taken human resources management software to the next level?

Diversity, equity and inclusion (DE&I) efforts have ramped up for HR teams across the world in the last few years. At NexusTek, we were part of the ADP Workforce Now DE&I Solution pilot program. I loved working with ADP to not only guide them through what data specifically we were looking for to enhance our DE&I efforts, but to also pinpoint potential additions to the new solution I thought would be helpful. They added some of those and now it's easier to filter through different departments and locations, making it easier to find diverse candidates.

## ? How has ADP's mission to meet your HR needs over the years evolved in the last 40 years?

It has really been exciting to watch ADP evolve, adding all the new features and different modules, and how everything is integrated from our onboarding, our payroll, our time and attendance, our electronic I9s. We even use ADP's 401K retirement services. Employees like to see all that information in one place. Doing so also makes custom reporting so much easier. My entire team loves how ADP's features work together to simplify their lives so we can work together seamlessly. For the last 40 years I've seen the growth and the transformation of ADP from just a payroll service provider to a true human capital management system that embraces all things HR.



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