



# Giving a town pharmacy confidence in its salaries

*Founded by a retail pharmacist who'd spent 15 years working for national chains, Plainsboro Pharmacy provides a wide range of personalized healthcare services to its community, including vaccines, medical equipment and stress-free prescription fulfillment. We recently spoke with the manager, Heba Macksoud, about how RUN Powered by ADP® has helped her save time and money as the business has evolved and changed.*

## Running payroll with an accountant meant too many forms

We started out using an accountant to run our payroll, but we had to fill out a lot of forms to get anything done. And as time went on, I really wanted to be able to do things myself. I wanted a hands-on tool — it was time to get with the electronic age. I looked at RUN Powered by ADP, and I liked that it was a professional tool I could use to manage payroll and most of the HR functions myself.







There are lots of payroll companies out there, but ADP® has a reputation, and that's a big part of why we chose them. Now payroll takes me about five minutes — saving me a lot of time.

I really like that ADP is always working to improve their tools — they recently updated their website with tutorials, which I love — but that I also have access to professionals who can help me. I was struggling with something recently, so I called ADP customer service to ask for help and someone got back to me the next day.

**Heba Macksoud**  
Manager



## Quick facts

-  **Company:** Plainsboro Pharmacy
-  **Industry:** Healthcare/retail
-  **Established:** 2006
-  **Employees:** 10
-  **Headquarters:** Greater Princeton Area, New Jersey
-  **Product:** RUN Powered by ADP

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**Plainsboro Pharmacy at**  
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**Heba Macksoud**  
Manager,  
Plainsboro Pharmacy

## ADP's salary benchmarking tool made me feel secure

Another new ADP feature that came in handy was the salary benchmarking tool. It's very difficult to hire technicians in my industry; there's no particular education or skills required, but they're dealing with HIPAA laws and sensitive patient data, so they have to be professional. With mid-size to large businesses paying upwards of \$17 an hour now, I was concerned that I wasn't paying enough.

It turns out that the wages I'm offering were within the normal range. Which is great news, because I can't necessarily afford to pay what those larger companies are paying. ADP's benchmarking tool made me feel secure in what I was offering. It also made me realize there were other perks I could offer beyond a payroll increase.

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**Heba Macksoud**  
Manager, Plainsboro Pharmacy