



For a DC nonprofit, Gusto's customer service is "zero help"

WCAPS is a nonprofit organization dedicated to advancing the leadership and professional development of women of color in international peace, security, and conflict transformation. After leaving Paychex for Gusto, learn why the final switch to ADP helped solve their challenges.

With Paychex, people weren't getting paid

When I started at WCAPS, we ran payroll through Paychex and there was always some kind of issue. The process for submitting hours was inefficient, and we had a few missing payments — people weren't getting paid.

I've worked with ADP many times before, and I have always felt comfortable with them. But a contractor we worked with wanted us to switch to Gusto, so we did.

Gusto had cartoons, but no customer service

I'm not sure what that contractor liked about Gusto. Maybe it was all the little cartoons? Running payroll with them was fine, but there was hardly any customer service. If you have a question, you must fill out a ticket, wait for the ticket to get opened and then wait for someone to get to you. But you don't always have time to wait when it comes to payroll questions. And sometimes, that's the only time you have during the day to devote to that issue. You can't sit around and wait for a callback.

We use a mix of contractors and full-time employees, so we sometimes have questions about classifying workers. I tried asking people at Gusto, but they wouldn't give me a specific answer. They were always like, "You need to check



Will Stewart
Operations and Information
Technology Manager

Quick facts

- Company:** WCAPS
- Headquarters:** Washington, DC
- Established:** 2017
- Industry:** Nonprofit public affairs
- Employees:** 15
- Product:** RUN Powered by ADP®
- Website:** WCAPS.org

Business challenge: Processing payroll with Gusto was inefficient, with missing payments and customer service was often slow to help with any issues.

How ADP helped: Switching to RUN Powered by ADP provided a payroll and customer service experience that is easier and more reliable.



Always Designing
for People®



with your tax person." All I wanted to know was the best practices, and Gusto was like, "eh." They were zero help.

ADP customer service was like night and day

Finally, we switched to ADP. The difference between Gusto's customer service experience and ADP's is night and day. ADP offers 60 days of onboarding, where a person calls you every week and walks you through the payroll process. If you need to get in touch with them, you send a chat and then they get on the line and do a screen share.

When I asked ADP our worker classification questions, they immediately gave me an answer. I double-checked it with our accountant, and he confirmed it was correct. Even our ADP representative provided some guidance because she lives in our area and knows what her other clients do. Everyone at ADP was very helpful, which was not the case with Gusto.

ADP doesn't do cartoons

I've always liked working with ADP because they're very tuned into our business needs. They understand that we're a nonprofit of a certain size, and they always work hard to find us the right advice or service. ADP doesn't do cartoons — they're an orderly, professional organization.

We use ADP Time and Attendance, which is very helpful. And the Employee Handbook Wizard is great. We sat down with the HR specialist, who gave us a perfect template for building our handbook. We even use ADP as our health insurance broker and to provide our 401(k) plans. It's like a one-stop shop for us.

The customer service is why I come back to ADP

If I ever have an issue, I know I can message our account manager and get an answer. She knows us, and our organization and we have a nice, friendly, collegial relationship with her. I think that's what sums up my relationship with ADP, that kind of customer service. Was there a huge difference in processing payroll between Gusto and ADP? Maybe not. But the customer service is what keeps me coming back to ADP.



Was there a huge difference in processing payroll between Gusto and ADP? Maybe not. But the customer service is what keeps me coming back to ADP.

Will Stewart

Operations and Information
Technology Manager, WCAPS



Always Designing
for People®



VISION.
EMPowerMENT.
PERFORMANCE.
UNITY.