

# Sunstone Partners on ADP TotalSource®: A trusted and collaborative HR partner

In early 2021, Jennifer Gunn, Chief Financial Officer for Sunstone Partners, selected ADP® as its HR service partner. **Here's how Jennifer utilizes ADP TotalSource to access expert HR support, enhanced benefits and receive expert payroll services so she can focus on other priorities.**

## ADP TotalSource is our HR partner

Sunstone Partners is a private equity firm that invests in technology-enabled services companies in the software, healthcare IT and marketing services sector. I was hired in 2018 as Chief Financial Officer and I'm also responsible for HR and administration. When I joined the company, there were 14 employees. We've grown to 27 in a short period of time.

Prior to ADP TotalSource, Sunstone Partners was using another PEO. We had difficulty coordinating with them from a flexibility and collaboration standpoint. For example, we couldn't enter our own payroll. So we had to rely on someone else to enter our payroll, we'd then review it and then go back and forth with changes. We also had issues with the benefits we wanted to offer, given limitations from this PEO's platform. Almost immediately after I joined, we did an RFP on different PEOs. Specifically, we were looking for a partner that was more collaborative and flexible to meet our needs.

We considered a number of PEOs to see if they could meet our requirements. Both myself and our controller previously worked at a firm that used ADP. As such, we were very familiar with their software. Once we felt that all our needs would be met, it was an easy decision to choose ADP TotalSource.

Jennifer Gunn,  
Chief Financial Officer



## Quick facts

 **Company:** Sunstone Partners

 **Headquarters:** San Mateo, CA

 **Industry:** Private equity firm

 **Employees:** 27

 **Product:** ADP TotalSource

 **Business challenge:**  
The previous PEO lacked flexibility and collaboration and the benefits package wasn't sufficient to meet the needs of its employees.

 **How ADP helps:**  
ADP TotalSource provides expert HR support, payroll, ongoing guidance, access to Fortune 500 caliber benefits and more.



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## Increased efficiencies

Switching to ADP TotalSource has given us flexibility with how we run our business. It has saved myself and our employees countless hours, and it saves us money. With our old PEO, in order to do anything, we had to fill out forms, lots of forms, which was time consuming and inefficient. Now that we're entering our own payroll, that paperwork has been cut down significantly. Our benefits platform has also experienced a substantial upgrade. The change to ADP has been a fantastic decision for our team as far as ROI, with both intangible and tangible benefits.

## An experienced team by our side

During our transition to ADP TotalSource, we had an excellent experience working with our implementation consultant. He listened to us and was able to seamlessly import information from our previous provider. We felt like he was dedicated to us and that the transition process was tailored to our needs. We've now transitioned to our full ADP TotalSource team, which includes our HR business partner. I speak with her quite frequently and she does a great job working with us to make sure that our requests are addressed. Due to COVID, we have a lot of employees working remotely from other states. Our HR business partner and payroll advisor have been really helpful to make sure they're set up correctly in the system, that we have the appropriate workers' comp insurance, and that we're doing the appropriate withholdings. Our onboarding of new employees has also been greatly improved. It greatly surpassed the service we received from our previous PEO.

## Making life easier with technology

ADP TotalSource's technology has been great. It's intuitive and easy to use, which is a significant upgrade from our prior platform. From both a usability and user interface perspective, we have seen a lot of improvements that have been noted by our employees. It gives us a lot more control over what we enter, what's maintained and how we use the information. The reporting is also robust and easy to use. For example, during open enrollment we ran a report that showed who had not responded. This made it easy for us to follow-up with them to see if they wanted to make any benefits changes. It's also easy to run employee census reports based on different criteria. As an example, it's simple to see paid time off requests, something that wasn't available with our previous PEO.

## A potential PEO for our portfolio companies

When we're talking with either potential portfolio company investments, or companies that are already on our platform, we get questions about who we use for payroll and if we use a PEO. We'll recommend they use a PEO when we believe it's the best choice for them based on their business circumstances. ADP and ADP TotalSource are our preferred providers for payroll and HR outsourcing solutions.

Our payroll process, our onboarding of new employees and also our ability to gather information from the technology has been greatly improved by our switch to ADP TotalSource.

**Jennifer Gunn,**  
Chief Financial Officer

## A time-tested industry leader

I have a large network of peers, both in the Bay Area and to some extent across the country. We often talk about service providers and when this topic comes up I say we've had a great experience with ADP TotalSource. There's a lot to be said about using a company that has been around a long time, is known as an industry leader and the service and expertise that comes with partnering with ADP. Especially with start-up companies — it's better to use a firm that has been in business for a long time, rather than try something new that may lead to problems. I'm looking forward to taking full advantage of everything that's available to us with TotalSource.

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