Wen JAI Restaurant Group Dramatically Transforms Workflow Efficiency with ADP to Aloha POS Integration

ADP TO ALOHA POINT-OF-SALE INTEGRATION CASE STUDY:

A successful Wendy's restaurant franchisee with over 200 locations automates its HRIS to point-of-sale system with hands-free data integration.

"We tried other integration vendors before, but they failed to deliver. Flexspring listened to us and built the integration we wanted. We said this is where we are, and this is where we want to be, so make it happen— and Flexspring did! By using integration, we've overcome some big problems and saved a heck of a lot of time."

— Rob Pham, *Vice President of Information Technology, Wen JAI Restaurant Group*

Integration Challenge

Wen JAI Restaurant Group is a multi-unit franchisee of Wendy's restaurants with over 200 locations and more than 6,000 employees across Florida, Texas, New Mexico, and Tennessee. Manually entering and re-entering vital information for thousands of employees created multiple problems that affected Wen JAI's bottom line. After implementing ADP Vantage as their HRIS, they needed seamless integration with their point-of-sale system, Aloha POS. Before integration, managers would enter new hires in ADP, make multiple changes to existing employee information, and then go to the POS system and re-enter the same information to build job schedules, record hours worked, and fix any time clock errors—all the back-office information needed to run their business. Manual data entry also meant that the payroll team often wouldn't catch reconciliation errors until the last minute, scrambling to cut paychecks.
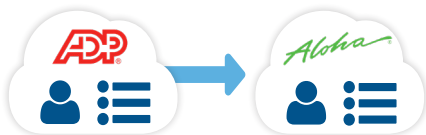
Integration Solution

Using ADP Vantage as their HRIS, Wen JAI knew they could look to ADP Marketplace Platinum Partner, Flexspring, to create custom integrations to connect ADP with Aloha POS. The solution eliminated time-consuming manual data entry and the human errors associated with it. New hires, payroll data, time and attendance, and employee updates are now automatically synced between ADP and Aloha. The integration even increased security by detecting fraud associated with ghost employees.
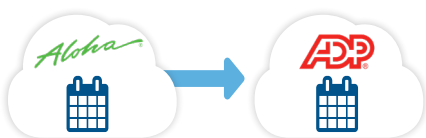
INTEGRATION USE CASES:

1 **New Hires and Employee Updates from ADP Vantage to Aloha POS.** When a manager presses the new hire button in ADP, new hire data automatically syncs in Aloha in near real-time with the essential information needed to access the functionality of Aloha. This helps to get every new worker onboard immediately.

Also, as soon as current employee data changes in ADP, the data automatically updates in Aloha in near real-time. This ensures that all employee data needed to keep workers on the floor stays up-to-date.

2 **Time and Attendance Punch Time Calculation from Aloha to ADP.** Fully automate time and attendance data sharing. This hands-free integration eliminates error-prone data entry associated with bringing over clock-in and clock-out data for weekly, bi-weekly, or daily timesheet data from Aloha POS to ADP. The payroll team can generate reports every hour so managers and GMs can view employees' hours, overtime status, and total hours for a particular restaurant.

Coolest Features of This Integration

The ADP to Aloha integration saves time and money by automating labor hour reporting while increasing data security. "Before the integration, a rogue manager could go into the system and create an employee that doesn't exist: a ghost employee," said Pham. "They would create a fake new employee and have the direct deposit go to their bank account. They would clock in and out as that ghost employee while working and then collect pay for that employee who doesn't exist. Now with the integration, if a rogue manager creates a fake new employee through Aloha, the employee ID generated through ADP won't match the employee created in Aloha. When the files get uploaded to ADP through Flexspring, the bad records are rejected because that's a non-existent employee. Integration helped us tremendously by increasing security."

When experts connect data, you have peace of mind.

For help with ADP to POS integration:

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