IN THE BUSINESS OF YOUR SUCCESS℠

Sharp finds service is crucial when outsourcing payroll

Due to an unsatisfactory relationship with their incumbent payroll provider, Sharp sought a payroll partner that would provide a top class payroll support and could also implement a new service solution to a tight timescale - they found ADP.

Background

Sharp is one of the world's leading electronics manufacturers, known for its wide range of business and lifestyle products. The company's UK office is based in Uxbridge, with 214 employees working in a variety of roles.

Challenge

The company had been with its supplier for a number of years but had become dissatisfied with the relationship and felt it could receive a better and more comprehensive service elsewhere.

Sharp was keen to change suppliers as quickly as possible and therefore set down a tight timescale, specifying that the new service must be in place within 4 months. This only allowed a limited period in which to both find a new service provider and go live.

As a result, one of the key considerations was that the new provider must be able to implement the system quickly to meet this timescale. However, to further complicate matters, Sharp was also keen to find a partner that could offer HR functionality as part of the package, and that would provide the quality customer service they were so desperately lacking.

The solution

After considering a number of suppliers, Sharp concluded that ADP could meet all their needs with ADP freedom, a web native service with comprehensive Payroll and

HR functionality. Sharp was already aware of ADP's world class service through its European divisions and was therefore assured of its reputation.

"We knew of ADP already, which helped with our decision," explains David Brazier, Payroll Manager at Sharp. "But we were also very impressed by ADP freedom, which offered the HR element alongside payroll, allowing us to replace our old HR spreadsheet method. ADP was also confident that they could meet our tight timescale, which was a huge bonus."

Sharp opted for ADP freedom's bureau service option, with data and employee details entered and updated in-house. This option would allow Sharp's Payroll and HR Department to retain maximum control over the process, whilst benefiting from ADP's processing service expertise and the extra functionality provided by the ADP freedom on-line software application.

As part of the package, Sharp also chose to implement Employee Self Service (ESS), which allows Sharp's employees to view their pay slip details online, update pre-defined personal details and request annual leave.

In order to minimise any risk of employees not being fully engaged with the new functionality and to ensure Sharp reaped the full rewards of the ESS service, ADP successfully conducted a change management programme, encompassing employee communication and training, which ensured employees fully understood the reasoning behind the functionality and the benefits it would bring to them and the organisation.

ADP freedom was implemented on time as promised and Sharp were pleased with how the process was managed.

"ADP did an excellent job at implementing the system in the required timeframe, dealing with any hiccups effectively," commented David Brazier. "We were also impressed with the training we received, which was
very helpful."

IN THE BUSINESS OF YOUR SUCCESS℠

The benefits

Since going live with ADP freedom, Sharp has experienced the advantages of having an online, web native solution. Having the ability to access payroll and HR at any time and from anywhere, without any technical constraints, satisfies the needs of their frequently mobile team, who occasionally work from home. Being a web native solution also offers benefits to employees and managers who are field based. They can now request annual leave remotely through ESS, whilst their supervisors/managers can authorise these requests using the same functionality.

From an HR perspective, Sharp now holds all its employee information in one place, within ADP freedom, encouraging administration efficiency. This means the HR team no longer needs to use annual leave cards, as employees are able to enter their holiday on-line. In addition, information on employee qualifications and experience, which would previously have been held in manual files, is now kept electronically, giving quick and easy access.

The results

Having partnered with ADP for over a year, Sharp has benefited from an efficient, reliable and easy-to-use service and solution, as Brazier explains: "Since working with ADP we have been a lot happier and the payroll has run much more efficiently than it did with our previous provider. We are now able to run ad hoc reports and emergency payments, which were not possible before, and most importantly, when we call ADP, we know that they will be on hand to help."

ADP enabled Sharp to change payroll supplier quickly and easily when their previous service wasn't delivering. And whilst the right functionality is critical when choosing a payroll service, in this case it was the customer service that cemented the relationship.

"I have enjoyed working with both ADP and its ADP freedom service solution. I would definitely recommend the company to others looking to outsource payroll," concludes Brazier.

www.uk.adp.com 0800 180 4994

Registered office: Syward Place, Pyrcroft Road, Chertsey, Surrey, KT16 9JT
Tel: 0845 230 0237 Fax: 0845 230 2371

The ADP logo is a registered trademark of ADP Inc. In the Business of your success is a service mark of ADP Inc © Automatic Data Processing Limited 2012.