

ADP payroll and HR on the menu for T Quality

T.Quality



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Introduction

T. Quality, the national fish and chip shop supplier and fast food wholesaler, was originally established as a small independent wholesaler in the 1920s. Since then the organisation has expanded a great deal. The company currently operates from 10 locations throughout the UK, employs 215 members of staff and has an annual turnover of £64 million.

The organisation is now the largest independent supplier to fish and chip shops in the UK offering a next day delivery service throughout the majority of the country.

The challenge

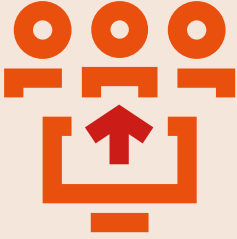
Due to the nature of their business, T. Quality's payroll is complicated - the company employs a variety of staff ranging from lorry drivers to sales advisors, working a number of different shift patterns.

Before working with ADP, T. Quality used separate payroll and HR systems. Their payroll was managed centrally in-house with the preparation of data for processing being a long winded process, while the organisation's HR information was held on locally hosted software and was outdated.

T. Quality wanted to cut down on processing time by making line managers take more responsibility for their team's data, rather than having the payroll team inputting varying standards of information for the whole workforce at their Head Office location. The company was also keen to give managers on-line access to their team's HR and payroll reports as and when needed, which would replace the lengthy process of requesting information from the central Head Office database.

As a result of having separate payroll and HR systems T. Quality frequently found themselves manually keying in the same data twice, with human error leading to discrepancies between the two systems. This nonintegrated approach led to a vast amount of time being spent on administrative tasks such as compiling spreadsheets from written records.

Previously T. Quality had looked at various outsourced payroll solutions but none of these had provided the facility for managers from various locations to input data directly, with their focus being mainly on the processing of the payroll itself. Eric Scott, financial director, T. Quality explains, "Our priorities were to save the time spent keying in payroll data, and to provide an integrated one stop solution for HR and payroll. We could see our employees were wasting hours each month on administrative payroll tasks and knew their energy would be better directed elsewhere."



The implementation

T. Quality chose ADP's payroll solution after assessing the market for the best solution for the company. Eric says, "We had heard of ADP as a trusted name in the payroll industry and were delighted to be given the opportunity to review their new web based offering". T. Quality saw that the integrated technology offered by ADP's payroll system would cut down on the time spent keying data into two separate systems, as well as providing the self service elements the company also craved for data entry.

Implementing a new solution is one thing, but introducing new processes to managers can also be a challenge. Eric comments, "We worked with a dedicated change implementation team who were on hand to answer our questions. After implementing the payroll solution we trained our line managers on how to use self service and found ADP to be really helpful with this process. Although many of the management team were not familiar with data entry, they soon got the hang of it with the help of our payroll and HR staff, backed up by the ADP team."

Ongoing training was mainly handled internally but with the knowledge that the ADP consultants were always on hand if required. Eric adds "ADP's training consultants were extremely supportive and understanding. They were quick to respond to any queries and really knowledgeable about the product."



The outcome

Line managers can now keep track of their team's payroll and HR data, including recording sick days and scheduling appraisals. The web based nature of the system means that managers can monitor and key in data on the move - ideal for the managers who are not office based.

In line with T. Quality's original requirements, the managers now have much more responsibility and control over their teams, allowing them to keep abreast of changes and developments.

Eric says "Our integrated HR and payroll solution has saved us a great deal of time, allowing our staff to focus on value added activities such as overseeing the running of the distribution depots. The payroll now runs much more efficiently with fewer queries arising."

T. Quality is also pleased with the transparent pricing system. Eric says, "The fee structure means there are no hidden costs, we only pay for the number live employees we have at any one time. We're aware that other systems on the market charge annual license fees and think that the ADP pricing structure is much more suitable to our needs."

Eric concludes, "We are all really happy with ADP and hope to continue working with them in the future."

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WF402355 | OMG33473 | 06/2019

