



Reynolds Porter Chamberlain

How Reynolds Porter Chamberlain upgraded its legacy system to develop employee services and work towards a more accessible and flexible approach to HR services.

"Through the continued collaborative relationship between RPC and ADP®, and by utilising ADP's iHCM, we are able to strengthen our employee engagement in managing their own payroll-related information across the business. We have been able to place additional focus on the improvement of processes, such as establishing a wider cultural shift towards more self-service. ADP's iHCM also helps to empower managers to take more control of employees' HR and payroll needs and requirements, as well as supporting continued management of training and development. Alongside iHCM, the advice, guidance, knowledge and experience we receive from ADP is invaluable and welcome." — Steve Rowan, Chief Financial Officer, RPC

Introduction

A leading international law firm, Reynolds Porter Chamberlain (RPC) has two offices in the UK and two in Asia, with over 700 employees. It is known especially for its expertise in resolving high stakes disputes across commercial and insurance sectors, notably commercial, financial, tax and insurance disputes, retail, technology and media issues, corporate, real estate and a wide range of regulatory issues. Areas of additional specialism include a wide array of industries, ranging from construction to health and real estate. An ADP client in the UK since 2003, RPC is intimately familiar with the importance of a seamless payroll function and the flow on effects it has to employee engagement and culture.

Steve Rowan
Chief Financial Officer,
RPC



Quick facts

-  **Company:** Reynolds Porter Chamberlain
-  **Headquarters:** United Kingdom
-  **Industry:** International law firm
-  **Employees:** 700+
-  **Product:** ADP iHCM and BackCheck

Learn more about Reynolds Porter Chamberlain at rpc.co.uk



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Steve Rowan
Chief Financial Officer, RPC

Take a new look at pay

A faultless payroll system is a critical foundation block for every business and is part of the strategic objectives for businesses, particularly in times of constant change and adaptation. At RPC, the fact that payroll runs in the background and as a business-as-usual function is a testament to its success.

"Payroll is strategic in the sense that if we muck it up, it's a serious issue — but I don't have to worry about payroll, I know it's a good system and we have a knowledgeable help desk. I have complete peace of mind that it works."

The challenges

Having been with ADP for over fifteen years, RPC was comfortable using the legacy ADP freedom platform, but knew that when the time was right, it was ready to upgrade to a more modern solution to cater to their wider business needs. As such, RPC decided to upgrade to ADP's flagship iHCM integrated solution for payroll, as well as the employee background checking service BackCheck.

The upgrade was the result of an overwhelmingly positive experience with existing ADP solutions and customer service, combined with a desire to optimise the payroll delivery function through smarter and slicker processes. An upgrade to employee customer services was a key priority for RPC, enabling employees to access their payroll information easily and at their own convenience. In addition, upgrading to a cloud-based records system would provide a more resilient system from an IT perspective.

The solution

As RPC points out, *"iHCM offered the flexibility we needed and was powerful enough to meet our present and future requirements. ADP took the time to understand the RPC business model, enabling them to provide a tailored solution which has helped us to focus on our core business — a great example of a strong and flexible ongoing working relationship."*

By updating to iHCM, RPC was able to increase automation and employee satisfaction, and digitise a host of processes to free up valuable time. Five months of preparation and collaboration between the ADP and RPC teams culminated in a successful transfer to iHCM in March 2020, just before the pandemic struck in the UK.

Steve confirms that the implementation process was smooth and well supported, with any issues solved quickly and with attention to detail. As a result, a robust and fully digitised payroll system was in place just in time for the nationwide lockdown and systems remained largely unaffected.

The results

For Steve, the key benefits of upgrading to iHCM came down to the tangible time and expenses saved, including the digitalisation of records and automation of processes, and the introduction of a self-service function for employees. The automation of payroll necessities such as P60 and P11 forms, GL postings and direct communication with HMRC has significantly reduced the risk of errors and means fewer issues or questions from employees as well.

Not only that, but the automation of such key functions has allowed Liz Nicotra, RPC Payroll Manager, to spend more time on business strategy and employee communications, and to liaise with the wider team to ensure that payroll and HR systems are aligned.

When payroll runs smoothly, the effect on company culture and retaining talent cannot be underestimated. As Steve observed, *"It is important that your payroll system works well, not just for the payroll team, but for the users too. The ability to self-serve your own pay slips is a game changer, and we have happier staff because of it."*

The upgraded system has also delivered improved information from the payroll team to inform decision making. iHCM guarantees that payroll is not only being delivered efficiently and correctly, but that the valuable time of payroll professionals and HR managers is spent adding value and impact to wider business strategy and goals.



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Steve Rowan
Chief Financial Officer, RPC

