



Transforming HR and Payroll operations in the hospitality sector for HMSHost International

HMSHost International, was the international division of the renowned Autogrill company. HMSHost International is now part of the newly formed company Avolta through the merger of two travel powerhouses, Dufry and Autogrill. The company is a global leader in providing food and beverage and retail services to travelers at motorways, airports, train stations, malls, and ports. With operations spanning across 75+ countries and employing over 66,000 team members.

HMSHost International has been through an HR transformation over the years which required a comprehensive solution and partnership with ADP®. This case study explores the challenges HMSHost encountered, the solution provided by ADP, and the remarkable results achieved through this partnership.

The challenges

Over the years HMSHost faced many HR challenges with 'systems' at the heart of many of them. The biggest would be the implementation of the end-to-end enterprise solution, COVID-19 impact on the business, and the recent contract negotiations.

The first challenge HMSHost faced when partnering with ADP was the implementation of the end-to-end enterprise system. This meant HMSHost acquired their SuccessFactors licenses through ADP, with a connection to ADP Enterprise eTime and straight then to ADP Global Payroll. In theory this was an amazing product. In practice and use it was not plain sailing. Since they were the first ones to implement the solutions, many issues needed to be constantly addressed and resolved. The ADP teams would fly into Amsterdam and spend time working with the HR teams to understand these issues.

All these challenges didn't resolve themselves in a couple of weeks after going live, it actually took years for the tools and processes to work properly. ADP stuck it out and showed up every time to help resolve any challenges the team at HMSHost faced. To this day there are still quirks which come up now and then, but HMSHost have a trusted partner to help on the other end of the SR ticket.

Kimberly DeMello
Senior Vice President,
HR EMEA at Avolta



Quick facts

-  **Company:** HMSHost International
-  **Headquarters:** Evert van de Beekstraat 364, 1118 CZ Schiphol, Netherlands
-  **Industry:** Food and beverage
-  **Employees:** 11k+
-  **Product:** ADP Payroll Services, ADP Enterprise eTime

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HMSHost International
at hmshost.international



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The second challenge was the impact of COVID-19 on the business. Before COVID-19, HMSHost employed a global team of more than 13,000 people. During COVID-19 this went down to between 3,000 and 5,000 associates. Business revenue also decreased to 2%. The only strategy at one point was “to just survive.”

“ADP came through as usual showing their partnership in this incredibly difficult time for us. The way they supported us to keep costs contained as the business recovered from the pandemic was amazing.”

Finally, ADP showed their unwavering support to HMSHost through the most recent rounds of contract negotiations. After partnering with ADP for almost 10 years, HMSHost's HR team was challenged by the business to look outside of ADP for a possible better solution. HMSHost were determined the ADP solution was still the best option for them and during the negotiations focused on three points 1. Legal Contract review 2. Commercial terms 3. Technical Components.

After many months of negotiations both companies walked away feeling good about the new agreements in place, commercial terms and the newly formed technical team. The contract was clean, with updated clauses on cybersecurity and data security and many other points. The commercial terms were approved by the executive team, and the technical team began working to close open technical points that had seemed to be shelved from the past.

After many years of working together the greatest progress has been shown through:

- **Streamlined Payroll Processes:** ADP's comprehensive global solutions simplified payroll operations, ensuring a single source of truth and eliminating the need for multiple Excel spreadsheets.
- **Consulting Services:** ADP provided valuable consulting resources to assist in building recruitment websites and offered quick access to customer service for addressing payroll issues.
- **Exceptional Customer Service:** ADP's account management team, led by Robert Spierings (ADP Senior Director Strategic Client Partnerships), demonstrated a high level of commitment and support, promptly addressing HMSHost's requests and issues.

The results

The partnership with ADP brought about significant, measurable results for HMSHost's HR and Payroll processes, including:

- **Time Management:** Streamlined processes led to substantial time savings.
- **Cost Efficiency:** Consolidated practices improved cost efficiency.
- **Efficient Staff Training:** The solution simplified staff training.
- **Data Quality:** Improved data quality enhanced reporting accuracy.
- **Compliance and Security:** ADP's commitment to compliance and security gave HMSHost peace of mind, reducing the risk of costly errors.

In addition to these tangible benefits, the partnership with ADP enhanced HMSHost's credibility within the larger organisation, positively impacting HR and payroll teams. The comprehensive, outsourced solution significantly reduced the likelihood of costly payroll errors and ensured timely and accurate payments. Overall, the partnership with ADP has proven to be an invaluable asset in the ongoing transformation and success of HMSHost's HR and payroll operations.

As HMSHost looks forward to its continued growth and expansion under Avolta, it recognises the critical role ADP has played in its journey towards achieving operational excellence, compliance, and peace of mind in the complex realm of HR and payroll management.

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ADP has been an essential part of our business, moving us towards efficiency and success. We've found a trusted partner in them, and their commitment to our needs has been truly exceptional.”

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HR EMEA at Avolta.



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