



ADP iHCM — THE BEST FIT FOR GLOBAL SHOE BRAND ECCO

Quick facts

Company:

Ecco Sko A/S

Headquarters:

Bredebro, Denmark

Industry:

Shoes and leather accessories

Employees:

Over 22,000 worldwide

ADP Products:

iHCM

Prageeth Backegoda

Payroll Specialist



Ecco was established in 1963, by trained shoemaker, Karl Toosbuy, in the small town of Bredebro in southern Denmark. By 1982, this premium Danish footwear brand's sales achieved one million pairs of shoes annually.

Today Ecco employs over 22,000 people globally, a team that's gathered from more than 60 nationalities. With product sales in 101 countries from over 2,250 shops and more than 14,000 sales points, the company is unique in its sector for owning every stage of their manufacturing process. That's right from design and leather production to branded retail sales.

This infrastructure includes factories in six locations and leather tanneries in a further four around the world. The latter facilities also provide high-quality leather to some of the world's most iconic luxury brands.

Supporting accurate payroll for nearly 150 people in the UK

We recently caught up with Ecco's UK payroll specialist and manager, Prageeth Backegoda, to talk about the company's choice and use of ADP's iHCM, for payroll and HR functions, in the UK.

He's been with the business for over eight years and started as a payroll administrator before being promoted to payroll specialist and manager of the UK company's payroll. His primary responsibility is to help meet the salary and associated needs and expectations of nearly 150 people nationwide.

As a result, Prageeth has a wide-ranging role. It covers everything from updating employee records (such as new joiners and leavers), supplying ADP iHCM with the right data and issuing payslips, to handling tax code, payment and access queries from employees.



Always Designing
for People®

“The biggest difference we noticed over our previous payroll partner is accuracy. Our payroll and reporting are now correct and reliably so. In the last 12 months we’ve experienced no payroll errors. Processes are more streamlined compared with what came before.”

— **Prageeth Backegoda**, Payroll Specialist

Hands-on ADP experience led to its selection by Ecco

Prageeth wasn't part of the team that selected ADP iHCM; his colleagues made that decision — but he's glad they did.

He says, “The ADP solution was selected by colleagues with experience of ADP, as well as systems from other providers, and they recommended it. The consistent feedback was that the ADP iHCM was easier to use, more up-to-date, lower risk and saved time. What's more, it was reliable and the ongoing support strong. In fact, we've had very few payroll queries in the last 12 months.”

Prageeth adds, “The payroll processing and payslip distribution work well. Our payroll team and [payroll support associate (PSA) at ADP] are experienced with the system and, as I said, there have been very few issues.”

How to keep payroll running while implementing a new system

Prageeth wasn't heavily involved in the implementation of ADP iHCM, his role was primarily one of updating records and ensuring they were correct. So as not to overwhelm an already busy payroll team during the process, Ecco engaged an implementation specialist on a six-month contract who managed the bulk of the work.

Prageeth says, “Overall, the implementation process was smooth. ADP provided training sessions and materials; it was easy to adapt. Where configuration was tricky, due to factors such as diverse work contracts and differing settlements, it took some effort but was resolved to everyone's satisfaction.”

“There were very few issues and when they arose the ADP team was quick to resolve them. They worked closely with us. Since then, payroll processing has run like clockwork.”

Exemplary service and accuracy

Prageeth was initially most impressed with ADP's customer service but over time he also came to appreciate the accuracy of the process and results of the iHCM solution.

He says, “Customer service has been excellent. The PSA team is client-focused, responsive and professional. Risk management and UK and General Data Protection Regulation (GDPR) compliance are handled well. ADP's consultants give clear, correct advice quickly and professionally. Response times stand out.”

“But,” Prageeth continues, “the biggest difference we noticed over our previous payroll partner is accuracy. Our payroll and reporting are now correct and reliably so. In the last 12 months we've experienced no payroll errors. Processes are more streamlined compared with what came before.”

He's found that working with the ADP system meant fewer steps to complete tasks, so workloads are completed more quickly, freeing up valuable time. The system also delivers better reports for faster answers and improved decision making. In addition, Ecco's reports are readily accepted by third parties and regulatory bodies, such as His Majesty's Revenue & Customs (HMRC).

"We've found the ADP team to be client-first, customer-focused and demonstrating strong expertise. The service is extremely good. I'm completely satisfied."

— **Prageeth Backegoda**
Payroll Specialist

It's not just business, it's professional and personal

Prageeth says, "Working with the ADP's system and people has improved my personal efficiency and professional knowledge. Their training programmes and the PSA support have boosted my skills and confidence."

It's a similar story when it comes to ADP helping to keep Ecco compliant with payroll and HR's ever-changing regulatory framework. Prageeth agrees, "Compliance is critical for us. ADP's reporting and audit support have meant we've not experienced any problems. Their training webinars and monthly updates are invaluable; they really help us stay on top of legislative changes."

So how would he sum up ADP's system, expertise and service overall? "We've found the ADP team to be," he says, "client-first, customer-focused and demonstrating strong expertise. The service is extremely good. I'm completely satisfied."

Would he recommend ADP to his professional payroll peers looking for an HR and payroll solution? Prageeth's answer is simple and clear. "Yes — 100%."