Streamlining payroll and HR at Celloglas

Introduction

Celloglas is the UK's leading specialist in decorative print finishing. The company has around 100 employees across four locations, with factories in Leeds and Leicester as well as in Reading, where their head office is also situated in nearby Theale.

As a brand, Celloglas was established in 1951 and has been owned by several major companies in the print and packaging field. It is currently owned by an American private investment company which, in 2009 made the strategic decision to outsource payroll and started working with ADP.

The problem

Celloglas had previously run its payroll through a very old fashioned software based system, which was failing to meet the needs of the business. Julie Cox, Business Analyst, Celloglas, explains:

"We had been using the old system for years but it was hard to maintain, required a lot of manual intervention and had absolutely no reporting potential. We were definitely ready to update to a more efficient and easy to use system."

Julie explains that there were also problems with the company's time management process, which required employees to clock in and out using a punch card system. The collection of employee shift data at the factory level was also an issue.

"There was a big difference between the information we received from employees in the factory and what we actually needed," says Julie. "This misinterpretation plus the use of numerous spreadsheets meant that the process was prone to errors and generally didn't work effectively."

Furthermore, the company had to employ two people just to key in information, inputting the shift workers' hours into the system. This meant that the same information was effectively being processed twice, wasting valuable man hours.

The solution

Celloglas considered a number of solutions before deciding on ADP's online payroll and HR, and time and labour management solutions. Julie explains the reason for this decision:

"ADP's size, stability and reputation reassured us that our data would be secure at all times. We were also impressed by its approach to implementation and the level of project support provided after going live."

Julie was also particularly attracted by the time management solution: "The time and labour management system is really clear and user-friendly so you barely need any training in order to use it. There was also no need to migrate data onto the system, which was a big plus."

The outcome

The implementation process began in September 2008 and the system went live in April 2009. The timing was crucial because it was only possible to export data from the old to the new system at the end of the tax year, so there was no room for delays. However, the project team were highly organised and professional. Julie explains:

"The implementation project team was great, with specialists in finance, HR and time and labour management, who really knew their stuff. We were kept up to date with regular conference calls, which were really helpful."

The results

The first considerable benefit of the system was its ability to centralise all the employee data, including shift patterns and pay levels. Celloglas traditionally had very complex shift patterns to the extent that almost every worker worked a different combination of hours. This was made even more complicated because employees who worked later hours were paid more but pay rates were not regulated and employees of the same level were often paid different amounts. However, once all this information could be viewed in a centralised location, it became obvious where there were discrepancies.

"As a result of the new system, we can now run reports quickly and easily giving us a view of the shift patterns worked by different employees," commented Julie. "As a result we have dramatically reduced the number of different shift patterns worked by employees."

Another significant benefit is the reduction in time spent running the payroll, a task which previously took two part-time employees a week to complete and can now be done by the payroll manager in just two hours.

This reduction in man hours is largely due to the responsibility of inputting data being transferred back to managers, who can enter timetable and holiday information straight into the system, rather than completing a spreadsheet to be re-keyed by head office. This means fewer errors and allows the payroll manager to view employee details immediately, making the process quicker and clearer for all concerned.

Celloglas has also made savings on IT support and maintenance fees because ADP's payroll and time and labour management solutions are hosted remotely by ADP, rather than being housed on its internal servers. As a result, ADP carries out all updates and maintenance without any additional cost or inconvenience to Celloglas.

The team have also been impressed with the ADP helpdesk, as Julie explains:

"The helpdesk staff are extremely supportive and understanding - no question or query is too much for them. They are also really knowledgeable and you feel confident that they are always there to help."

Julie concludes: "As a result of ADP's payroll and time management solutions, we really have seen a transformation in our time and attendance and payroll processes. It has made my job and the managers' jobs much easier as well as increasing efficiency enormously. Plus most importantly, it's made a difference to the bottom line, which in the current business climate can't be a bad thing."