RSB back on track with HR and payroll from ADP

Introduction

The Rail Safety and Standards Board (RSSB) is a not-for-profit organisation which was established in 2003. Based in London, RSSB employs around 250 staff, including experts in a wide range of technical disciplines, in leading the railway industry in the development of long-term safety strategies and policies.

The challenge

The challenge for RSSB was to find a solution that could deal effectively with its pay patterns. RSSB has 13 pay days a year instead of the standard 12 days, and therefore runs a payroll every four weeks. RSSB also pays many statutory benefits at enhanced rates and this combination had previously proved to be a significant hurdle to the implementation of a successful system. Getting the maternity payments right had been particularly challenging. RSSB wanted to ensure that these difficulties were eradicated to allow the payroll process to run more smoothly.

RSSB had on-going battles to resolve these issues and ensure that its employees were being paid correctly. These continuous problems resulted in a significant amount of mistrust developing towards the HR department, so when choosing a new provider, RSSB wanted to make sure that it had a reputation and track record of supplying a system that was not prone to errors.

Previous difficulties with the pay schedules meant that the RSSB felt it was essential to find a provider that was capable of supplying extensive support, and one with whom they could establish a good working relationship.
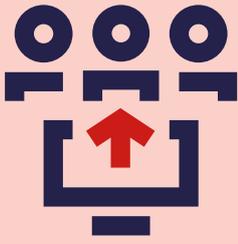
The implementation

RSSB undertook a thorough tendering process before deciding on ADP's payroll solution which provides online payroll and HR services. Geoff Evans, Head of Human Resources at RSSB says, "We found that the ADP solution could resolve issues that were previously resulting in errors. ADP's reputation for successful implementation reassured us that we would receive a high level of project support."

The implementation process was completed within the desired timeframe as Geoff explained: "The implementation team exceeded our expectations. The process was very well planned with regular progress meetings to ensure we met the agreed schedule. We were impressed by the amount of time and effort that they took to ensure the migration process was smooth."
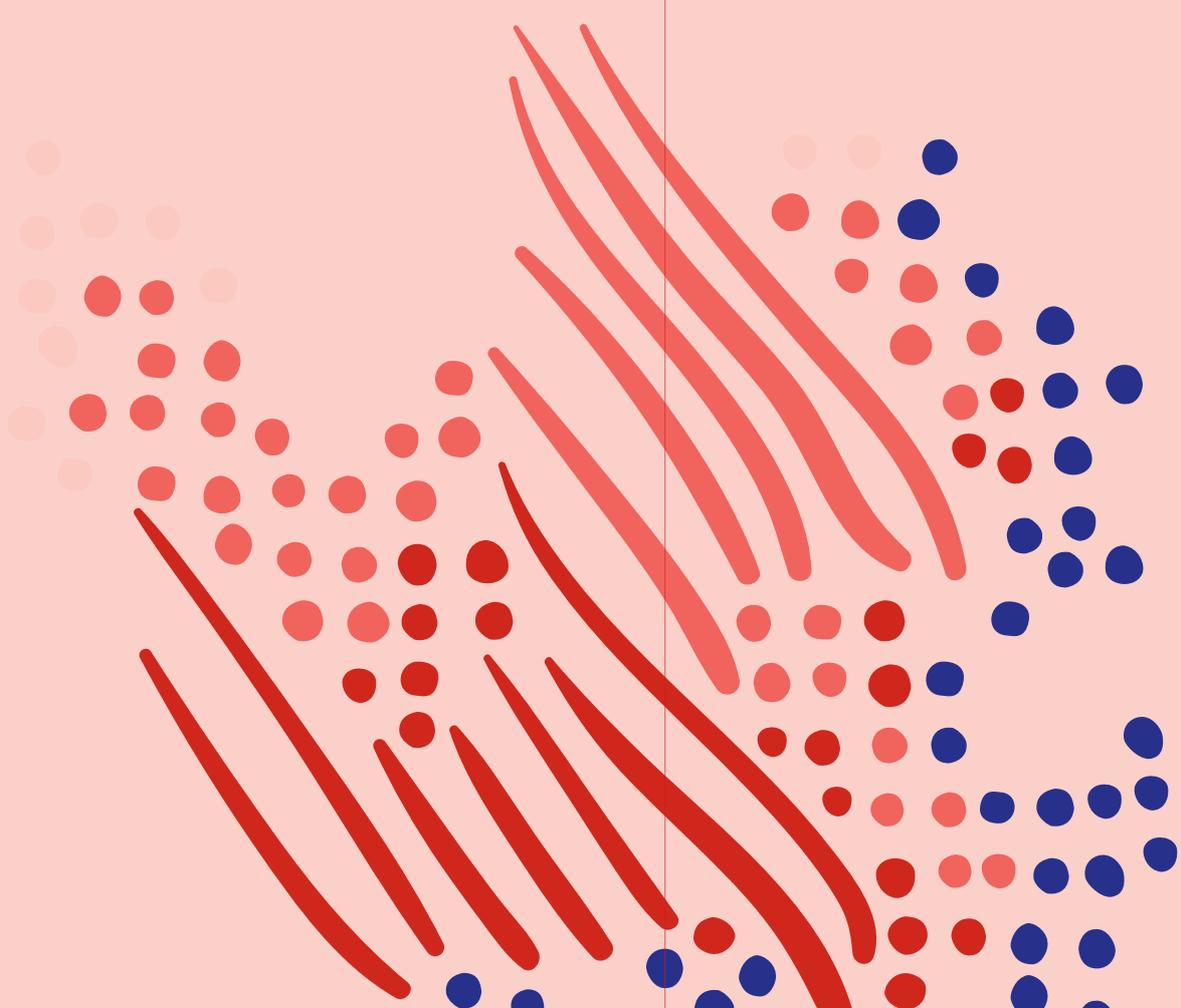
The outcome

The first significant benefit of the system is that it has increased the efficiency of the payroll process. Previous problems had meant that the HR team increasingly had to spend a considerable amount of time checking employees' pay each month. With ADP's system there is no need to waste time resolving such issues, as Geoff says, "we are now far more confident that employees are being paid correctly."

Another significant benefit is an increase in trust towards the HR department. The considerable number of errors with employees' pay under the previous system has meant that the reputation of the department needed to be rebuilt, and it has been.

The team has been very impressed with the client managers at ADP, as Geoff comments: "It was very easy to develop a good relationship with the client managers at ADP. They are very supportive and actively ensure that everything is running smoothly. This care and attention has resulted in a very stable relationship and we really value that."

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