American Apparel centralises employee screening and payroll with ADP

Introduction

Founded in 1989 by Dov Charney, American Apparel manufactures, distributes and sells high quality clothing across the world.

From its UK head office in London, American Apparel has 19 stores across the UK. It employs 419 staff who work in the company's head office, in-store or as part of the apparel manufacturing department.

The challenge

After going through major restructuring that standardised the recruitment process of the company, American Apparel sought an employee screening provider to reduce the significant administrative burden this important task imposes on the HR team. The company does not use the same level of screening for all employees so the challenge was to find a provider that could enable the company to vary the level on an employee-by-employee basis.

As a global manufacturer, distributor and retailer, American Apparel was also looking for a payroll solution that simplified processes made complicated by the fact that the majority of employees are part-time. It was therefore necessary to have a system that enables a clear picture of payroll and headcount within the company at any time.

With stores across the UK, web-based solutions for employee screening and payroll was essential to allow employees to input data themselves, whilst reducing the amount of time the HR and payroll team spent on administration.
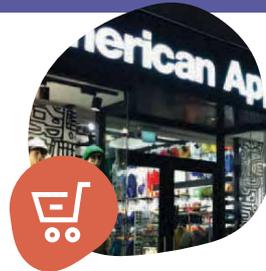
Name	American Apparel
Industry	Retail
Established	1989
Employees	UK 400+
Locations	UK 19
Headquarters	London
Website	www.americanapparel.com

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The Implementation

American Apparel took an organisation-wide decision to centralise its employee screening and payroll processes using ADP's BackCheck and HCM solutions.

> *Dilanka Kalutota, Technical Project Manager at American Apparel, said: "American Apparel uses ADP solutions across all 10 countries that we operate in. Therefore it was the natural decision for us to partner with them in the UK. ADP is a tried and tested partner and centralising the payroll and employee screening is beneficial for Senior Management decision making."*

American Apparel was impressed by the ADP account team, as Dilanka adds, "The implementation processes for both products were run efficiently and the account teams were on hand to answer any questions that we have had along the way."

The Outcome

A major benefit for American Apparel's UK arm has been the amount of flexibility the implementation of ADP HCM solution and ADP BackCheck brings them. Dilanka says, "When we were considering outsourcing our payroll and employee screening functions, the ability to mould the solutions to our specific needs was really important.

"The majority of our employees work part-time, so ADP allows us to carry out the payroll functions with ease and clarity. With ADP BackCheck this flexibility is also achieved. We can tailor the level of screening to each role in order to find the best fit employees for the company."

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The web-based solutions have proved to be beneficial for reducing the administrative burden on the HR and payroll teams, as Dilanka adds, "ADP BackCheck has made the employee screening process a lot smoother. The web-based nature enables employees to input personal data themselves regardless of where they are based, thereby removing administration from the HR team.

"The online centralised dashboard that comes with ADP simplifies the payroll process. The payroll team are able to gain a clear picture on how the payroll is progressing with ease and the simplified processes are a huge advantage. ADP has a number of in-built reporting functions which saves a significant amount of time for the payroll team."

American Apparel is confident that their employee data is in the right hands. Dilanka says, "By transferring the responsibility for payroll and employee screening to ADP we don't have to worry about delays or errors. We trust ADP to get the job done accurately.

"The account teams have been very reliable through the entire process so far. There is a high level of communication and our relationship is getting stronger and stronger. As a result we are looking at how we can work with ADP to further integrate our systems for starters and leavers."

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