



Company vitals

Richmond Housing moves forward with ADP

Introduction

Richmond Housing Partnership (RHP) looks after over 10,000 properties and is the largest social housing landlord in the London Borough of Richmond upon Thames. It employs around 250 staff to fulfil its promise to provide affordable housing across the region and to be one of the best customer service providers in the UK.

The challenge

One challenge for RHP is to have an HR and payroll system that allows information to be accessible to employees away from the office. Among those regularly working from home are members of the board, so it was especially important that the new solution could adapt to different working times and patterns.

RHP's primary motive for changing the payroll system was to allow it more flexibility and interactivity. As a registered charity it was also important that the new solution was cost-effective. A new HR solution was required to fully integrate with payroll processes, which would save time and allow the HR team to focus on value added activities.

RHP was determined to find a supplier that could offer a high level of support. It was also essential that the supplier understood its goals and could establish a good working relationship throughout the transition and beyond.

Industry:	Housing
Established:	Unknown
Number of Employees:	250
Headquarters:	London



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The implementation

RHP started the selection process for a new integrated payroll and HR solution with a thorough tendering process. ADP was among the four short listed vendors and the decision was made to retain ADP, its incumbent payroll service partner, using their ADP payroll and HR.net solutions.

Lucy Bailey, HR Advisor at Richmond Housing commented,

We wanted an HR solution which could be fully integrated with payroll and after looking at the market we decided HR.net offered us the most flexibility.

Jason adds, "Setting up the new system was very easy and the account team was extremely helpful throughout. The implementation process was facilitated by the ADP account team, who were fantastic in ensuring that the workload for the HR and payroll teams at Richmond Housing was kept to a minimum.

"The transition from the traditional solution to ADP payroll and HR.net was a natural progression for us, and they proved to be the best in class solutions for HR and payroll"



ADP's pitch was really strong. We have been with ADP for ten years and they were able to demonstrate that transitioning to ADP's latest payroll platform would help us achieve our goals and the processes would be smooth and cost-effective.

Jason Chinnery

Payroll Advisor at Richmond Housing



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The outcome

The first significant benefit to RHP in using ADP latest payroll product has been the implementation of a system that is always up-to-date and one that fits in with the work patterns of staff.

As a result of the implementation of ADP, the HR team at Richmond Housing will have more time for value-added activities, as Lucy adds,

ADP's approach throughout implementation removed much of the work from the HR team's hands. In addition the long-term vision is for the HR team to be spending less time on administration, which makes ADP's solutions even more cost-effective.

RHP has continued to strengthen its relationship with ADP. Jason concludes: "ADP has been fantastic and our belief in its ability to constantly deliver is proven by the fact that we have been with them for 10 years. It is encouraging to see that ADP is committed to looking after our interests and we look forward to developing this relationship further with the implementation of more modules in the future." Si is also pleased with the strong relationships they have built up with the HR.net Account Management team Simon adds "The system is delivering exactly what we set out to achieve at the start of the process and I have been really impressed with the collaborative relationship with the support teams."



We are looking to roll out the self-service function, which will bring a new dimension to our HR and payroll system. Home-workers can prove to be a significant administrative hurdle to the HR and payroll function of the business, but ADP payroll is able to help us manage this effectively.

Jason Chinnery

Payroll Advisor at Richmond Housing



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