



Transforming HR and payroll management at a major automotive manufacturer with ADP®

Quick facts



Company: Major automotive manufacturer



Headquarters: USA



Industry: Automotive Manufacturing



Employees: 177,000 globally



ADP products: ADP Global Payroll

This major automotive manufacturer embarked on a transformative journey in HR management by integrating ADP's payroll software across its Asia Pacific operations.

We delve into the company's transformative path, spearheaded by the Accounting Director of Global Business Services (GBS).

Under his leadership, GBS oversees worldwide accounting operations for the company's global locations, including payroll. Tasked with managing payroll for nearly 20,000 employees across 15 countries in the Asia Pacific, the company aimed to overhaul its payroll processes to enhance precision, efficiency, and legal conformity. In the company a significant majority of over 10,000 employees benefit from this system, with 80% of accounting operations centralised in their financial hub.

Implementation strategy

The strategy for rolling out the ADP payroll system was methodically phased.

Beginning with a pilot in Australia in 2012, the rollout expanded to other markets over the next three years, following a gradual learning and adjusting approach.

Critical to this strategy was defining specifications and designs well before the launch to circumvent potential setbacks. The team navigated unique payroll challenges by tailoring the ADP system to specific contexts, such as hourly wages and unionised settings. Additionally, a comprehensive change management strategy was pivotal for ensuring a smooth transition and widespread user acceptance — approaches that were instrumental in the successful payroll system overhaul.

Strategic timing was also vital. The system's introduction was timed with the start of the fiscal year in each country to facilitate a smooth transition and minimise data migration issues.

Change management and best practices

A rigorous review process was established through a change control board, aiming to limit customisations and gain strong executive support.

The goal was to simplify processes and reduce complexity to better align digital solutions with business needs.

Fostering a culture of ongoing improvement and leveraging cutting-edge technologies such as AI for anomaly detection significantly enhanced payroll efficiency.



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Data integration and security

Ensuring robust data integration and security within the ADP payroll system was critical during implementation.

Seamless data flow from HR master systems to payroll with automated interfaces for efficient data exchange enhanced process efficiency and data precision. The company also placed its confidence in ADP's data security measures, relying on their proven expertise to protect sensitive information.

Payroll expertise and development

The company's in-house payroll team tend to come from similar disciplines like accounts payable. They typically stay for five to six years before moving on to other roles. Recognising the challenge of maintaining payroll specialists in a constantly changing compliance environment, the company encourages continual learnings and leverage outsourcing partners like ADP for their expertise.

Benefits of payroll transformation

The payroll overhaul brought numerous advantages, significantly boosting operational efficiency and enhancing the employee experience:

- Ensuring punctual and accurate payments improved employee satisfaction and compliance with legal standards.
- Providing valuable insights into their tax obligations, promoting transparency and assisting in financial planning with the introduction of tax forecasting tools offered to employees.
- Providing mobile access to the payroll system facilitated convenient interactions through mobile devices.
- The company is keen to see AI functionality development for anomaly detection which in turn would improve efficiency by automating error detection and streamlining payroll operations, driving operational excellence and cost reduction.

Vendor selection insights

The company set forth a series of strategic criteria to foster optimal collaboration in the quest for the ideal payroll solutions partner. Foremost among these was the demand for a provider with deep-rooted expertise and a strong footprint in the local markets. This requirement ensured the chosen provider could adeptly manage the intricate tapestry of regulatory and operational demands distinctive to each territory.

Equally paramount was the emphasis on data security and a profound understanding of compliance frameworks. The company sought partners who demonstrated an unwavering commitment to safeguarding payroll data integrity through robust security protocols and who possessed an acute awareness of compliance landscapes to maintain adherence to legal standards.

The ultimate goal was to cultivate a partnership that guaranteed smooth payroll operations and strategically mitigated risks related to data security and compliance challenges.

Through a meticulous approach that included phased implementations, a focus on minimising system customisation, a commitment to seamless data integration, and the incorporation of cutting-edge technologies, the company realised marked advancements in payroll precision, operational efficiency, and overall employee satisfaction.

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ADP's performance has been impeccable. Their commitment to data security is unparalleled, making them a trusted partner for us.”

—Accounting Director,
Global Business Services



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