



Adventure travel company shrinks costs across the business



World Challenge is an expedition company which provides varied excursions to the developing world and within the UK, predominantly for school groups of 16 to 18 year-olds. The organisation has been established for 20 years and is the market leader in its area. The company,

headquartered in London, employs 150 part time and full time staff spread across the UK who are based in the organisation's Birmingham and Buxton offices as well as a significant number of home-workers. World Challenge faced a number of challenges of its own in administering its payroll, namely to improve efficiency and shrink costs whilst increasing access to and control of the company's employee data.

Its payroll was previously administered by the company's chartered accountants, which held all of the information on its database. However, this system resulted in a number of issues. Firstly, World Challenge found that the time delay involved in getting hold of information from the accountants slowed down many processes such as running reports on non-salary benefits. Secondly, the resulting information was never totally up-to-date, preventing HR and management from having a true picture of the business.

"This combination of factors was not only frustrating, it was also costing World Challenge time and money through inefficiencies and incomplete data", says World Challenge HR Manager Kerstine Lawley.

As a result, World Challenge searched for an alternative which would consolidate the pay and benefits data of their employees nationwide onto one system and streamline processes to reduce the time and costs associated with this administrative burden. World Challenge also had a specific need to administer the payroll of its part-time, flexible workforce of local managers.

These managers work either from home, from the company's regional offices in Birmingham and Buxton or in the headquarters in London. Their payroll requirements are varied, as they work limited and irregular hours, are paid on an hourly basis and need to log their time as they work. It was imperative that the payroll requirements of this significant group, representing 30% of World Challenge's workforce nationwide were catered for effectively within the same HR and payroll system as all employees.

After considering a number of suppliers, World Challenge decided that ADP's web native payroll solution, ADP freedom, which offered the best solution having impressed the company with the multi-user and employee self service functionality, which allows employees to input and amend their own details from anywhere, whilst giving HR and line managers control and access at any time.



World Challenge continued.....

One of the key advantages of ADP freedom is its ability to integrate different pay methods into a single database, allowing the HR department to see all employee data in one place. It also allows HR and payroll staff to run up-to-date reports at any point in the pay cycle, allowing them to have details on the cost centres of the business and analyse these figures when required.

Additionally, through ADP freedom, HR and payroll staff are now able to view information above and beyond simple salary figures, such as details of pensions and other benefits, which wasn't available in the previous system. This has given World Challenge a much clearer view of this area of expenditure and it is now able to rationalise these costs, translating into significant cost reductions across its activity.

World Challenge is due to roll out ADP freedom's increased HR functionality, initially using the employee appraisal functions and moving on to implement the annual leave system as well as the disciplinary and grievance processes shortly. HR Manager, Kerstine Lawley, is particularly interested in this increased functionality as it will give off-site managers the ability to access information on employees from any location where they have internet access.

She comments, "ADP freedom has helped us to free up a lot of time and enabled the HR department to focus on core activities, improving efficiency, effectiveness and ultimately making us a more competitive business. In particular the varied pay schemes of World Challenge employees had previously proved difficult to amalgamate but with ADP freedom we can now view all our pay data in one place, saving time and ultimately money, shrinking costs across the business."

"I have also been extremely impressed with the level of customer service and we have always been given rapid access to knowledgeable ADP representatives when necessary. I feel that we definitely made the right choice with ADP and whilst we chose ADP for its excellent payroll service, I'm looking forward to using the more advanced HR functions and benefiting from the further time and cost savings that a completely integrated HR service solution will bring."

If you would like further information on how you can shrink and control your payroll and HR costs please contact us on 0800 180 4994 or email us at shrinkme@adp-es.co.uk

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