



The way things were.....



Lisa Wellington, Payroll Manager at KBC, leading petrochemical consultants and technologists, talks about working with ADP.

"When Lisa Wellington first started working in a payroll department, every month clerks would sit for hours pressing biros hard into Kalamazoo carbon copy payslips.

"We all had the callus on our finger to prove we worked in payroll", says Lisa.

Punch and lever calculators would be removed by the boss when Lisa and her colleagues got so fed up they would hit them. It's not that long ago and, as Lisa can testify, she now manages her payroll with ADP because it continues to develop at high speed, taking advantage of every new technology as it comes along.

Early in her career, the bike courier that delivered the pay input forms over to ADP's offices refused to take them anymore because his bike would fall over under the weight of paper.

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"We decided then that we should computerise, and talked to ADP about its PC based systems", said Lisa. That was the beginning of a relationship with ADP that Lisa has taken with her to every employer since. Aware that some companies, particularly SMEs like hers, still use manual systems she says, "Once you have made the switch to computerisation, you stick with it. Within my job I deal with so many other things, US tax filing, tax returns and so on, I don't have time to muck around".

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Changing from using paper data input forms that were transferred to a mainframe computer and then switching to a PC based system was easy. "One day ADP came over with a disk and transferred all my data from the mainframe to the PC and we were up and running." Cautious, Lisa decided to

run both systems in parallel, at least for a couple of months. At that firm, the company had both PAYE and the old tax schemes of schedule D and E, and, as every diligent payroll manager would want to, ran in parallel to make sure that a new system was as good as the sales people said it was. Today, when ADP makes changes to systems, Lisa has so much confidence in ADP that there is no need for her to run parallel pay schemes anymore.

The way things were..... (continued)

Lisa Wellington is now the Payroll Manager at KBC, an independent consulting and technology company working with just about every name in the petrochemical industry from BP to Veba Oil AG. KBC manages its clients from half a dozen offices around the world, employing just over 200 people. Lisa took ADP with her, and it now runs the pay for KBC's UK, US and Canadian operations, all managed from Lisa's office in Walton on Thames, England.

Lisa remembers first coming to KBC, "We ran the payroll with a small local company, an outsource firm, and they were awful. Sometimes the payroll just didn't run." Calling ADP, confident that there wasn't any need for a parallel run, ADP moved in and by the next month were managing the payroll in the UK without a glitch. US and Canada soon followed.

Originally running pay on a DOS based system, Lisa has now migrated to ADP's windows based, SurePay *Advantage*. "The people at ADP are always excellent, and I have come to expect it. "When we transferred to SurePay *Advantage*, I already knew the account manager. She had worked on the support desk and had grown with the company, so I knew I had someone on my side who understood how it all worked, and what my problems look like", said Lisa.

Asked about differences between running ADP for her US office and the UK, she says it is more cultural than technological. Although the US system is more functionally demanding, the UK support team and its services are pragmatic, whereas the US has more 'flowers'. "It's part of who they are", says Lisa. Technology does have a bearing on some aspects of Lisa's work with ADP. In Canada and the US the service has a high element of web functionality in the US report analysis, for example, but KBC has chosen not to issue payslips or self service functionality at this time.

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"In America some states still require 'paper' payslips in law, so making the transfer to web based self service there doesn't make sense for us yet. In Canada and the US, we also chose not to offer self-service functions, even though it is available."

Lisa operates a global payroll from one office, and with everything else she has to do, giving people the option to input their own banking details, for instance, doesn't seem like a good idea at the moment. "It is amazing

"It is amazing what mistakes people can make with their own information"

what mistakes people can make with their own information", suggests Lisa. But the good thing is that ADP is always there to make sure that every month, every employee is paid on time, and within the rules and regulations of each country she manages.

About ADP

ADP is the largest supplier of payroll services in the world. Present in 29 countries, paying 31 million people around the world every payday, and with over 50 years of unrivalled experience, ADP manages a wide range of payroll, benefits and HR administration and helps organisations to control their costs, streamlining their often labour-intensive processes, so freeing up personnel to concentrate on core business activity.



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