

# The effects of best practice

## Employee

"Tasks like requesting a holiday, which used to take so long that the flights were full, are now fast and easy - I can even do it at home. If I have a payslip query more often than not I can solve it myself without resorting to my manager or HR! I feel empowered and trusted by maintaining my own personal data."

## Finance Director

"The quality and timeliness of financial information really helps us to run a tight ship. The speed and visibility I have on total and departmental payroll costs has accelerated our monthly budget reviews, making us much more able to dynamically react to any hot spots thrown off. Overall I see a tremendous savings in the total cost of operation for payroll and personnel. This has fed directly into our bottom-line, so that we have more much flexibility to accelerate investments in our business."

## IT Manager

"Lending support to our payroll and personnel functions is now off my agenda, save for the provision of PCs and internet access. Everything else is carried out by ADP. Frankly, I have other priorities and this setup allows my team to concentrate on supporting the strategic needs of the business."

## ADP Managed Service Agent

"Quality and timeliness are now second nature. We walk the talk in Best Practice in the sure knowledge that it is fundamental to our ability to deliver on-time, accurate payrolls month in, month out and thereby meet or exceed the KPIs underpinning our value proposition. Our clients see this and it fuels their confidence in us to provide them with World Class Service".

## HR Director

"The distraction of managing the old over-burdensome administration has been slashed. For the first time I have the time and the energy to focus on substantial strategic projects - ones that enhance the value of HR to the organisation"

## HR Expert

"With Employee Self-Service deployed, our people are answering their own questions and the level of inbound queries has been cut dramatically. By having a single database for both payroll and personnel we are confident all information is current"

## Payroll Expert

"With so much data being collected at source my role has moved on. I now focus on quality issues, and since the information I need now flows evenly, I do this without any huge peaks in workload. Also, with being able to run multiple payruns each month, the reconciliation is really quick and easy, such is the quality and detail of the financial and control information provided."

## Line Manager

"With ADP Best Practice now rolled-out across my teams I am seeing a real payback. Time-consuming, form filling is history and I don't have to spend a second chasing people or pieces of paper. Everything I need to manage my teams effectively and efficiently is automated and I have high visibility of things that falls outside the norm. The team level information I get means it is no longer an arduous process to get a decision out of me."



# ADP freedom - best practice

ADP freedom "powering best practice" is at the heart of the ADP freedom service

## What is best practice?

A best practice is a technique or methodology drawing on all available sources of knowledge and experience to deliver a fundamental and sustainable advantage for an organisation as it achieves its goals.

## ADP Best Practice

ADP has over 50 years experience in payroll service provision. During this time, by working with many thousands of organisations, we have gained a unique insight into how diverse companies perform payroll and personnel activities. Significantly, we observe each believes their needs to be, in part at least, unique. Yet the bigger picture reveals there are more similarities than differences.

Now, by analysing and distilling this vast pool of expertise and knowledge, we have created our groundbreaking best practice for Payroll and Personnel Administration for the benefit of all our clients.



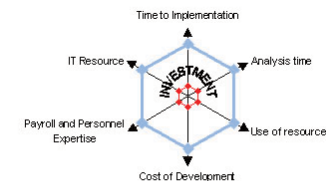
## Why ADP freedom Best Practice?

ADP's best practice approach is at the heart of ADP freedom. From the earliest design stages, ADP drew on its vast experience to create a combination of rich application features, automated workflows and practical recommendations on how to manage payroll and personnel activities.

Today, ADP freedom allows our clients to enjoy the benefits of this significant investment with the effect of making the day-to-day payroll and personnel function more open and more efficient, whilst delivering this with greater levels of accuracy, timeliness and control

## Why create your own best practice for payroll and personnel when ADP has done the work for you?

ADP freedom offers your organisation the benefits of a best practice payroll and personnel service without you incurring the investment costs and



- Best practice payroll and personnel with ADP freedom
- Best practice payroll and personnel without ADP freedom



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# ADP freedom powering best practice for you

**With best practice integrated within all components of the ADP freedom services, many benefits accrue for your organisation, creating a new, efficient way of working.**

## Best practice: Across your business

Whether payroll works in isolation or inside a wider HR function, the natural lifecycle events that drive it are often under the control of HR, employees and line managers. ADP freedom is not just a tool for 'experts', it is designed to deliver organisation-wide benefits, by empowering everybody. The Best Practice workflows imbedded in ADP freedom provide the foundation to this new way of working. These ensure information is gathered at source in a timely, controlled and highly efficient manner.

## Best practice: In your Payroll and HR

Our design ensures your Payroll and HR experts work closely together, collaborating and sharing tasks and information however or wherever they are organised or located.

Today, duplication and lack of timeliness and control result in additional work for Payroll and HR experts alike. The errors and delays that inevitably occur, and frustrate employees, are usually due to limitations of the organisation or existing tools. Our approach eradicates many of these traditional issues.

## Best practice: Work from anywhere

Modern businesses demand a flexible workforce. Our use of Internet technology supports this as ADP freedom can be accessed from anywhere: from any office, when travelling or at home.

## Best practice: Day-to-day changes

Our standard workflows define both the processes and responsibilities for all - Payroll and HR experts, employees and managers - leading to the significant streamlining of many 'administration-heavy' tasks.

Our workflows move each change through an automated and defined path of prompted actions and responsibilities, invoking rules and validation. Your work force is empowered to participate and manage day-to-day personnel related events efficiently and effectively. Information is collected at source and paper trails are eliminated or drastically cut.

Using tools such as employee self-service (ESS) ADP freedom unlocks the benefit of low cost, accurate, timely changes across your entire organisation.

## Best practice: In your information

Our self-service features enable everybody to access the personal and management information appropriate to their role anytime, anywhere and in real-time. The ability for individuals to answer their own queries frees valuable resources to focus on other priorities.

The wealth of cost, skill and other information readily to hand empowers both senior and line managers alike, leading to informed and improved decision-making.

## Best practice: Inside the application

The powerful software application at the heart of ADP freedom is a modern, sophisticated and comprehensive tool. With a single database for payroll and personnel, duplication is eliminated while accuracy and the time window for changes are maximised. The whole organisation benefits from real-time on demand calculations.

## Best practice: From your service partner

ADP really 'walks the talk'. We use all of the above principles and more to ensure every aspect of our services benefits from a best practice approach. This is true for both service levels - managed and processing - and is evident in every client interaction.

# Optimised employee lifecycle processes

ADP's best practice approach combines strong features, automation and driven workflow to optimise all the main payroll and personnel processes throughout your organisation.

Each process below has been analysed in detail by ADP and then built into the service and application to ensure it is processed, communicated and completed in the most effective and efficient way possible. Shown below are some of the features included within these:

## Absence

- Recording, request logging, authorisation, certification
- Absence confirmation to check actual taken against planned
- Automated calculations of statutory and occupational sick pay
- Automated calculations of statutory and occupational parental leaves and pays
- Automated calculation of leave plan entitlements
- Time-off entitlements

## Paying Process

- Pay-run process management control panel
- Real-time payroll calculations anytime during the pay cycle
- Calculation comparison against previous pay run(s)
- Control book reports for expert users
- Manager and Employee pre-commit review of payslip

## Management Reporting

- Standard suite of categorised management reports

## Starters

- HR Pre-starting registration
- Email notification to managers
- Means allocation recording
- Payroll activation
- Starters in progress monitoring

## Personal detail changes

- Employees access to all personal information
- Employee maintenance of own record (including bank accounts)
- Line Manager/HR notification or approval

## Collection of variable pay data

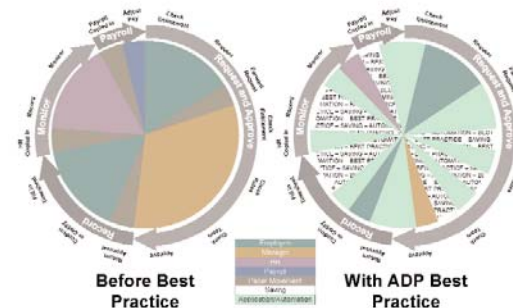
- Employees online timesheet completion and submission
- Line Manager/HR approval
- Line Manager's timesheets for employee groups
- Payroll management control

## Leavers

- Pre-notification by line managers
- HR and payroll leaver checklists
- Allocated assets notifications,
- Exit interview assignment
- Payroll recoveries checklist

## Example of optimising a lifecycle process

Using Absence as just one example we can compare the steps involved with and without ADP freedom best practice:



Time and Efficiency Saving x  
Type of Change x  
Employees x  
Occurrence =  
**ADP freedom Optimised Lifecycle Process Value**