

WE
CAPTURE
WHAT
MOVES



BUSINESS IMPACT

DO MORE WITH LESS

FIND, GROW, AND
KEEP GREAT PEOPLE

HELP MITIGATE
THE RISK OF
NONCOMPLIANCE

ADP Workforce Now™ Provides Flavors and Fragrances Industry Leader, Mane USA, with the One-Vendor Business Solution It Wants

COMPANY BACKGROUND

Mane is a worldwide leader in the flavors and fragrances industry. The company, which began in France in the 19th century, grew over the years, expanding beyond the European market. Mane USA, based in Wayne, New Jersey, is the company's North American business unit. Its approximately 240 employees work at manufacturing plants in Lebanon and Milford, Ohio, and Wayne, New Jersey, at the company's headquarters in Wayne, and in Mane's creative center in New York City.

THE CHALLENGE: Integrate HR, Payroll, and Benefits Administration

Automated, Integrated Solutions Can Change the Paradigm for Data Use

"We were managing payroll and HRIS in house, but employees and managers didn't have easy access to data," says Deborah Knighton, Vice President of Human Resources, Mane USA. "HR was following the traditional hand-holding model. Employees would call us if there was a question about vacation time balances. They would call us about benefits elections and changes. Managers would call, too, with questions and for clarifications. We realized that many of the answers we gave could have been easily answered by the employees themselves if we had a way – a system – to give them access on demand, whether it was for a pay-, HR-, or benefits-related question."

THE CHALLENGE: Engage Multiple Solutions from One Vendor

The Ideal Single-vendor Relationship Includes a Single Point of Contact

"As an HR person the ideal you strive for is a single vendor relationship with a company that can do everything you want them to do," says Knighton. "The reality is to find that vendor that can provide the solutions and the savings. You could go out in the marketplace and buy an HR system here and a benefits system there. Then comes

the worry of how do you integrate them? You're an HR professional, not a general contractor for technology."

THE CHALLENGE: Avoid Pitfalls That Can Result in Noncompliance

Shifting the Administrative Burden Must Include Vendor Ownership of Its Errors

"We outsourced to a separate tax filing service and it was more trouble than it was worth," says Knighton. "Unfortunately, we experienced instances where things were not filed or deposited on time for us and we had to pay penalties and interest on those mistakes. The concept of outsourcing things like payroll tax filing is a good idea if the service organization takes responsibility for their performance. That was the relationship we needed – one that gives you confidence and peace of mind."

THE SOLUTION: ADP Workforce Now™

"We chose ADP Workforce Now because it does a lot of things for us simultaneously," says Knighton. "We manage our HR, payroll, and benefits data on an integrated Web-based system. Our employees get access through self-service. We convey information electronically instead of by paper, compliance is no longer a worry, and ADP provides us with a team of professionals who are always there for us."

ADP Workforce Now modules help employers create an *online information self-service environment* for payroll, HR, and benefits administration – without a requirement to invest in hardware, software, upgrades, or IT. Moreover, it provides a single point of access to the information that an organization, its managers, and its employees need.

"For a long time, I actually had this 'vision' that someday there would be affordable self-service available to more than the biggest of the big companies. ADP Workforce Now brings that vision to life," says Knighton. She adds that the reality in some ways is even

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Deborah Knighton
Vice President — Human Resources
Mane USA, Inc.
Wayne, New Jersey

About ADP

ADP is one of the world's largest providers of business outsourcing solutions. Leveraging 60 years of experience, ADP offers a wide range of HR, payroll, tax, benefits administration and time management solutions from a single source. ADP's easy-to-use, cost-effective solutions for employers provide superior value to companies of all sizes and types. Count on ADP for unparalleled compliance support and the most qualified and accessible client service in our industry.

better than the dream. "We have an entirely new level of efficiency across the board. Instead of calling HR during the workday, employees are accessing information online from home. Managers have also cut their 'admin time' on the job by doing things online instead of with paper memos – like approving vacation time. Additionally, I can create customized reports – using real-time data – as I need them, putting data for decision-making at the fingertips of our senior management."

Hosting is another major reason why Mane USA chose ADP Workforce Now. "With ADP hosting the solution, it doesn't even sit on my server," adds Knighton. "I don't have to build or service it. ADP does that work for you. Our small IT group has plenty of more important things to do than maintain HR programs," she adds. "In fact, one of the approvals that allowed us to go with ADP Workforce Now came from IT. They reviewed the capabilities and liked what they saw."

ADP Workforce Now provides significant benefits to employers and their employees.

Do More With Less

- Leverage the strategic benefits from a comprehensive combination of technology and ADP's team of HR experts.
- Eliminate task redundancies by entering data once while securely sharing it with executives, employees, and managers who need it.
- Enable decision-makers to access real-time data from a central source.
- Streamline your support experience with a single phone number, a single point of data entry, and a single partner to coordinate it all.

Find, Grow, and Keep Great People

- Increase employee satisfaction and productivity with around-the-clock, self-service.
- Empower employees by providing them with the ability to act on important needs, such as updating personal data and making benefits changes.
- Help ensure your compensation, merit increases and other incentives are equitable, and that they align with the performance of all levels of employees.

Help Mitigate Risk

- Protect employee data through restricted, role-based access.
- Decrease your business and professional risk with employee electronic acknowledgement of company policies.
- Minimize regulatory noncompliance and potential legal action with fair and consistent application of company policies and work rules, using an integrated rules-based system.
- Gain access to knowledgeable HR professionals who can support with best practice recommendations on today's changing business regulations.

REAL SUCCESS

"ADP Workforce Now is a real game-changer in a number of ways," says Knighton. "First, the modules are *designed for integration* – they aren't retrofitted like we saw in some other systems that we evaluated. Second, ADP's implementation effort wasn't driven by a 'one size fits all' mentality. ADP's team members turned out to be great active listeners. They wanted to know *what we wanted to achieve* and what our expectations are.

Return on Investment

Noting that her company does not keep statistics on hard-dollar savings from implementing ADP Workforce Now, Knighton says ADP's hosted solution does provide systemic savings across the HR landscape. "In addition to saving the expense of half the salary of an HR generalist, there are savings in time and money in so many areas," she notes. "As employees go online for forms, our printing costs are less. Because we can now share benefits eligibility and other data electronically with insurance carriers, error rates are down and paperwork is eliminated. As employees access benefits data and can view things like a personalized benefits statement – that shows the total value of pay and benefits – in the comfort of their home, they and their families see us as an employer that cares. When that happens, we become their employer of choice." Add to this the long-range value of an ADP hosting relationship. "As the economy improves and we add employees," Knighton concludes, "I know that this solution will grow with us."

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