

# RCN Corporation

Telecommunications Company Finds Integrated Solutions Match

**Headquarters:** Herndon, Virginia

**Employees:** 1,600

**Industry:** Telecommunications Services

**Market:** United States

## Company Background

With a solid foundation in technology, RCN prides itself on providing the right solutions to its residential and business customers, whether it is digital cable TV, high-speed Internet or telephone service. Founded in 1996, the company has grown consistently, currently with large geographical service areas in Washington, D.C., Philadelphia, New York City, Boston and Chicago. Similar to the value that RCN gives its customers, the company wanted an HR and payroll solution that provided a better value than its previous vendor and was Web-based for access by employees across the country.

## The Challenge

RCN needed a robust and excellent value application that was more in line with its needs and integrated under one platform. In addition, the company did not want to manage the application using internal technical staff. Because customer service had been an issue with its previous vendor, RCN was especially concerned about ongoing application support.

## The Solution



After a review of several vendors' demonstrations, RCN selected Ceridian's payroll, HR, benefits, self service and recruiting solutions. The result of aligning applications on one platform has been a seamless interaction between the payroll and benefits services. Employees can better manage and access information about their 401(k), benefit elections and payroll statements from one location. Ceridian's user-friendly application also allows managers to run reports, a function that RCN did not have through its previous vendor's solution. Add in an account executive that understands the company as well as anticipates its needs and RCN finally begins receiving the level of customer service they deserve.

"Prior to making the decision to go with Ceridian we looked at a number of vendors. Ceridian provided the more comprehensive approach to our needs and a uniform platform to affect seamless interaction among the applications."

"Our employees have the information readily available real time at their fingertips. That availability has allowed HR to focus on more strategic initiatives, such as training and development, succession planning and to better align and use our resources to move the company forward and to be more strategic thinking."

Albert Williams, Corporate HR Director



Why Ceridian?  
Because you get what you want.

- Proven Integrated Solutions
- Envious Service
- Save Time and Money

- Compliant and Global
- Safe and Reliable Solutions
- Expertise and Insight

