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## **CASE STUDY: PAYROLL IMPLEMENTATION**

### **SITUATION ANALYSIS:**

A national distributor of oil field products wanted to implement an ADP time and attendance system for all of its hourly banded employees. A previously run six-month project that was internally led by the client failed to achieve a rollout. Racca Solutions Group was engaged to help implement time and attendance.

### **IMPROVEMENTS IDENTIFIED:**

Racca Solutions Group, within two weeks, designed an implementation roadmap for the new time and attendance system. The implementation was approached using Racca Solutions Group process of evaluating People, Process and Technology.

**Original Internal Rollout** – Client failed implementation had many gaps. 1.) Payroll processes were not in compliance with ADP system requirements. 2.) Procedures were not developed or documented for hourly staff, supervisors and managers. 3.) The intent of the implementation was never fully socialized. Change management had failed to be achieved.

**Payroll Resources** - The HR department was staffed 1.5 FTE resources just to process payroll for a staff of 150 field employees on a bi-weekly basis.

### **OVERALL RESULTS:**

Upon creation of a road map that incorporated Racca Solutions Group process and the development of a full change management plan, the implementation was very successful. As a result, payroll errors in the field dropped by 90% and post implementation payroll resources was reduced to 2 hours per payroll period to process all payroll saving nearly 1.5 FTE.