Working efficiently and flexibly with ADP® iHCM

Introduction

For more than 20 years, Hays has been providing innovative, tailored recruitment solutions to medium-scaled and large organisations. Hays now employs some 11,500 people in 33 countries, making it one of the largest players in this field worldwide. "Hays is relatively small in the Netherlands and perhaps a fairly unknown player to many," says Peter van Meer, Head of Finance at Hays Netherlands. "We have two major business units, both with their own focus: Hays Specialist Recruitment, where we immediately fill permanent and temporary positions in various specialist areas such as IT, Finance and Life Sciences. And Hays Talent Solutions, our business unit focusing more on organisations looking to reap significant benefits from outsourcing their recruitment. Organisations such as Heineken and FrieslandCampina want to concentrate their focus on their core activities. This leads them to outsource (part of) their recruitment to Hays. This is a win-win situation for both the customer and us.

Client:	Hays
Details contact (name/position):	Peter van Meer, Head of Finance
Location:	Amsterdam, Utrecht and Tilburg
Sector:	Recruitment
Number of employees:	11,500 worldwide, 145 in the Netherlands

The challenge

Since Van Meer joined Hays around 18 months ago, one of his tasks has been to reconfigure the payroll process.

The system used for secondees was also being used for permanent employees, even though it was totally unsuitable for the remuneration of that group.

Various solutions within this system were considered, but they proved too cumbersome and did not fully meet the requirements. "In addition to a good solution for our regular payroll process, it was important to me that I could quickly and easily get reliable and up-to-date reports from the system. I can see the absence or leave situation with a single push of a button, so to speak. This means that I can take immediate action to adjust where necessary. In the past, we obtained this information from different packages. That was labour-intensive and not at all efficient." When Van Meer started at Hays, ADP had already been selected. "All we had to do was have a conversation about our expectations and desires for a payroll package and our goal of making a major efficiency gain. After discussions with internal stakeholders and with ADP, we chose ADP® iHCM. "

The solution

For Hays, a solution based on best practices, without extensive maintenance, was critical. Van Meer: "With a custom solution, you soon find out that many things change, leaving you behind. With a best-practice solution, you know the parameters. You can then adjust your process accordingly. Incidentally, there is a certain amount of flexibility in the system. The ClickView environment offers the possibility to set up things specifically for Hays. We have produced a number of reports ourselves, particularly in the area of leave. We want to be able to monitor this properly. Especially with the sharp increase in working from home and staying at home, we see that far fewer days of leave are being taken. People are used to flexible working, so they see less need to take days off. Another factor is that people are preferring not to plan their holidays at the moment. As a result, it is possible that at the end of the year there are still many outstanding leave days. That's something we'd rather avoid." People are often afraid of the introduction of a new system. How did that go at Hays? Van Meer:

"Seamlessly. It was well organised and well supported, with short lines of communication. This meant that, even at a time of restrictions due to the Corona measures, we were able to get off to a flying start. Our objectives have been changed by COVID-19. We are more aware of costs. We are paying even more attention to the well-being of our people. The reports on sick leave, for example, are a great help in tracking the situation and then engaging in discussion. ADP® iHCM provides the insight necessary for better monitoring of objectives. And it does so in a very user-friendly way.

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iHCM has been implemented very seamlessly and that is also our intention for when you start working with a new package. The implementation must run smoothly, without too many teething problems. Then you can get off to a flying start and we really like that.

Peter van Meer
Head of Finance Hays Netherlands