PTC engages in a global payroll transformation to establish a single source of data truth

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and Controller

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Quick facts

Company: PTC

Headquarters: Boston, MA

Industry: Software

Employees: 7,000+ in over 30 countries

Award: ADP Meeting of the Minds 2024 Client Award for Global Solutions at Work

PTC is a global software company that enables industrial and manufacturing companies to digitally transform how they engineer, manufacture, and service the physical products that the world relies on. With a dynamic workforce of 7,000 global employees, serving over 30,000 clients, PTC has embarked on an ambitious journey with ADP® to streamline its payroll system by consolidating over 20 vendors into a single, efficient global payroll solution utilizing ADP's top-tier offering.

Goals

- Consolidate vendors into a common global payroll solution

- Shift towards a single source of data truth

- Enhance compliance standards

The need for consolidation

Before embarking on its global payroll transformation, PTC faced the challenge of managing payroll using a staggering 28 vendors and 30 payroll systems. The responsibilities were divided between HR and accounting functions, which lacked standardization. To address this, PTC partnered with ADP to centralize the payroll function, streamline processes and ensure consistency in its people data. Once complete, this consolidation will enable PTC to better serve its employees, provide more accurate data to the business for decision-making and scale with an efficient and timely global payroll system.

Corporate Vice President and Controller of PTC, Alice Christenson, says, "Foundational to our global transformation was a single source of truth in centralizing our personnel and payroll data in one common infrastructure. We've partnered with ADP and, in combination with our HCM data, we are leveraging one common source of data and truth around our employee-related information. As we look ahead, this transformation will enable us to scale. As the business grows, we aim to provide a much better employee experience and better data for decision-making for the business."

In-country expertise helps ensure local compliance

During implementation, PTC recognized the need to create a global listing of pay elements to standardize payroll inputs, outputs and general ledger reporting. This strategic move ensured a smoother, more efficient start to each country's implementation.

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Stephanie Buccieri, Senior Manager of Global Payroll and the transformation project lead states, "Prior to ADP Global Payroll, all of our payrolls were done on Excel spreadsheets.

To enhance our HR system of record, we optimized to achieve seamless connectivity with ADP Global Payroll. During implementation, we sought guidance from ADP's local partners, instilling us with confidence that our payrolls are accurately set up and compliant with local legislation."

Samantha Shullo, SVP of Global Accounting and Source to Pay, adds, "This process has unearthed more opportunities for standardization and efficiencies. When it comes to compliance, it's about cost avoidance. Using ADP gives us confidence that we're mitigating risks."

Data to support culture initiatives

A foundational value for PTC, which they refer to as "PTC for All", is creating an inclusive, diverse and equitable culture where all employees can develop and thrive. Through their global transformation efforts, PTC aims to utilize data from their HCM system and ADP to establish a single source of accurate data, which will help them advance their PTC for All.

Shullo states, "Using ADP enables us to improve our HCM strategy. Although this is obviously in our finance function, it's enabling us to get better reporting out of the system to understand the demographics of our global organization and support our PTC for All value."

Empowering employees globally

In 2021, PTC implemented self-service in the United States, enabling employees to update their banking and tax details independently. In the first year, employees made approximately 3,700 changes, and the volume has remained consistent year after year. Buccieri estimates that employee self-service has saved the organization about half of a full-time equivalent in manual work.

From a global perspective, Buccieri appreciates the shift to a more centralized portal, stating, "With the ADP portal, you can conveniently access everything from the payroll system to the Global MyView portal to view your payslip with a single login. It's simple and convenient. Regardless of the country, everyone logs in using the same URL. Previously, our payroll team had to provide payslips to employees, but now employees can log in and download those themselves. Positive feedback is pouring in from our global teams now that they can easily access their information."

Unleashing success with ADP

A project of this magnitude takes teamwork and dedication to be successful. When asked what makes it work, Buccieri remarks, "Overall, we have a very positive relationship with ADP. We really value all the insights that they brought to the implementation — anything from compliance to local expertise, to optimizing some of our internal processes. They've been a really great partner and key to the success of our implementation. Ultimately, ADP and PTC have the same common goal. We want to pay our employees accurately and on time, and ADP is a great partner to ensure that that's accomplished."

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—Alice Christenson
Corporate Vice President & Controller

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Shullo continues, "I would sum up our relationship with ADP as remarkably effective and very aligned. I've managed many projects in my career, but none have been consistently green like this one. That's a testament to how well the teams have worked together to get the job done."

On winning the Global Solutions at Work Award

The Global Solutions at Work Award recognizes an organization that exemplifies leadership in human capital management by effectively harnessing cutting-edge technology and implementing streamlined processes worldwide. PTC was selected as the 2024 winner of this award in recognition of their remarkable achievements in enabling a global payroll transformation.

Christenson remarks, "This project is truly transformational for PTC. At the outset, we had 28 different disparate systems across the globe processing payroll, sometimes leveraging Excel with different teams and a fraction of people's times. Through a combination of technology, organizational changes and process improvements that we've partnered with ADP from the outset on, we're driving transformation across PTC that's truly changing the way we work and how we support our employees every day. We are proud to have won this award. It's really a nod to our global payroll transformation and recognition of the leadership from our team."

Buccieri says, "I am really excited that PTC has won the Global Solutions at Work Award. Winning this award is a great validation for all the hard work my team has put forth to enable our global payroll transformation."

Shullo adds, "The success of our project is a result of the excellent leadership from our team, combined with the support of ADP. We collaborated effectively, communicated efficiently, overcame obstacles and leveraged the expertise of both internal and external teams, resulting in an exceptional outcome."

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