Using data to make decisions and deliver results

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VP, HR Operations
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Heritage Bank

Melanie Weigert
Director of Human
Resources,
Diamond Mowers

Paula Whittaker
HR Manager,
QFix

"Being able to prove your worth in a company is really important, especially in HR, because it's an overhead position. ADP® DataCloud makes my job more effective because I am able to show results."— Paula Whittaker, HR manager, QFix

Getting insights from data can be challenging without the right tools. That's why we created ADP DataCloud — to provide our clients with powerful tools and technology that can help uncover workforce analytics to make better business decisions. Plus, benchmarking provides insight into how they measure up against others in their industry or geographical location in areas like turnover, overtime or pay allowing our clients the ability to stay competitive — or even one step ahead.

We spoke with a few clients to discover how ADP DataCloud has helped with their business decisions and strategies. Here's what they had to say:

On life before ADP DataCloud

Shannon: Before we used ADP DataCloud, I would get requests for custom reports from managers or HR leadership at least once a week. They often wanted metrics on turnover trends, so not only would I have to pull custom reports to track termination, but I would also have to review payroll registers to see how many people we had at any given time to calculate headcount. It was very time-consuming because everything had to be created ad-hoc. ▶

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Melanie: As an HR professional you have to wear a lot of different hats, and sometimes that hat is the "compensation analysist" hat. That's not a hat that I like to put on in the morning because — without ADP DataCloud — it often requires a lot of time spent finding data from several different sources, some of which can be quite costly.

On the decision to implement ADP DataCloud

Shannon: Previously, our company was making a lot of workforce-related decisions without having a lot of data to support it, and we wanted to have concrete information to base our decision making on. Our board of directors wanted to better understand things like where the areas of risk are in an organization, where we're losing employees and what the real cost of turnover is, because ultimately that's going to impact our bottom line. Having the ability to answer questions like these, plus the efficiencies that we would gain for our HR team by having all of this data in one place, really drove our decision to implement ADP DataCloud.

On saving time with the new features

Paula: The analytics module has helped us to make better business decisions because we're able to see where some of our problems lie. We can look at turnover and absentee rates within different departments and then meet with employees learn more about their department's leadership or policies. The data raised red flags that alerted us to look into them further, which helped us discover different issues and then work to improve them.

Melanie: One of the areas that we can look at with ADP DataCloud is turnover, which is a key metric for an organization — understanding who left and why. Often, we find that perhaps it's an issue with a particular department or supervisor that needs coaching. The opposite is also true — if there is a department or supervisor that isn't experiencing any turnover, what are they doing well that we can understand better? We can sift through that data a lot quicker using analytics than if we have to run a bunch of reports, put them into spreadsheets and then manually manipulate them.

On benchmarking by ADP DataCloud

Melanie: Benchmarking is a tremendous tool that provides real, up-to-date data to make decisions. Working for a growing company, we are continually adding new positions — many of which are specialized — and starting from ground zero. We need to understand things like what a pay range looks like for a particular job, what the market demands are and what typical job responsibilities are. The benchmarking tools available within ADP DataCloud can help us answer those questions at our fingertips and give us data that makes sense for us, our organization and our location in real time so we can understand that job and begin the recruiting process. ▶

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Shannon Carson
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and Insights Manager

Shannon: I like that ADP's data for benchmarking, especially when it comes to salary data, is coming directly from client payroll. We're not relying on external surveys or what people are self-reporting. There's nothing truer than actual, anonymized payroll records to determine compensation.

Paula: In the past, researching aspects of a specific job was difficult because not all companies use the same titles. With benchmarking, we can search for a position and ADP suggests similar titles that we might not know to look for because we call it something different.

It's also helpful for benchmarking by location. For instance, we have one employee out in Colorado. Rather than trying to find a local employment group there or going online and paying for survey data, we are able to simply log in to ADP and access information from that region.

On time savings

Melanie: ADP DataCloud can save you time and money by having a single source of data that is automatically matched with your jobs so that you can make decisions more quickly.

Shannon: With ADP DataCloud, I'm able to quickly pull data and say, "Here it is," versus having to pull all of these different reports, piece them together, do the calculations and then disseminate them. On a quarterly basis, it saves me around 24 to 36 hours because I don't have to culminate the information from a variety of sources.

Paula: Having the ability to be responsive to anybody who needs data also gives me the ability to provide great internal customer service. It's very important to me to be able to respond to my customers quickly, and also to have the data available to back up that I am doing my job.

On the ability to provide data to others

Paula: Being able to prove your worth in a company is really important, especially in HR, because it's an overhead position. ADP DataCloud makes my job more effective because I am able to show results. The data we can access is very useful to us — we are now able to provide real numbers to back up our statements. If someone wants to know salary data or department turnover rates, I can give it to them almost instantly. And what's really nice about ADP DataCloud is that it allows you to export information right into a PowerPoint presentation. It's an easy way of presenting snapshots of the information to a manager or CEO so that they can look at it and make a decision quickly.

Shannon: One of the things that I use the analytics module for is our annual board presentation, which is where our leaders gathers to focus on strategic planning for the upcoming year. Because of ADP DataCloud, I'm able to be more of a consultant and provide strategic direction because I am able to present recommendations backed by actual data. ▶

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Paula Whittaker
HR Manager

On moving forward with ADP DataCloud

Shannon: ADP DataCloud shows me that ADP really cares and that they're really staying on top of the trends. We're hearing more and more about predictive analytics and big data — they aren't just buzzwords anymore. We can see them in action and how helpful they are. I really appreciate the fact that ADP is staying on top of what is important in the human capital management (HCM) realm and that they're not just focusing on 'traditional' HR, like payroll or benefits. They're also focusing on helping to poise HR as a strategic partner, which is where we're ultimately heading in terms of my company and my department. ADP DataCloud is a great tool that helps us get there.

ADP DataCloud success story: Absentee rates

Paula Whittaker, HR Manager, QFix

With ADP DataCloud, we're able to present data not only to our managers and CEO, but also to our employees to show how our policies are helping them to get their work done.

For instance, we use ADP DataCloud to dive deeper into our absentee rates. These insights are important because we give quarterly performance bonuses to employees based on company profits.

When employees are not at work and therefore not making products, then our profits are not increased. So we present our absentee rates to our employees because it's important for them to realize how absences affect our company.

Based on our findings using analytics, we decided to change our attendance policy, which has significantly decreased our absentee rates. We're able to actually show our employees that we used to have 30 callouts a month, and now we only have 12 callouts a month.

It's been great having the ability to pull and show these analytics and say to our employees three months later, "This policy didn't cause people to lose their jobs — instead, there are now 20 more days each month that your co-workers are here working next to you, helping you get the job done." It is eye-opening for employees to see the positives within that, and really helps them appreciate now that their co-workers are there next to them every day.

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