



Time saved, value added with Performance and Compensation Management

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Payroll Specialist/HR
Administrator, Home Federal Savings Bank



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Anna Maria Miller
Senior Vice President,
Chief Human Resource Officer, Bank of Princeton



Michele Perry
Director of Human Resources, American Assets Trust

By utilizing the Performance and Compensation Management modules available within the ADP Workforce Now® Talent Management system, you can create structured performance reviews and strategic compensation planning for managers and employees — helping to better assess and develop your teams and control your bottom line with:

- Intuitive workflows and customizable performance management templates
- Annual or continuous reviews and check-ins with multi-rater feedback
- Streamlined planning processes, passing compensation adjustments automatically to payroll
- Budgetary guidelines for managers for rewarding top performers

We recently spoke with Theresa Allen, Anna Maria Miller and Michele Perry — who shared their individual experiences and how ADP's solutions have helped their organizations achieve greater efficiency and improve processes.

Before ADP®, manual and time consuming

Theresa: Before we started utilizing ADP's Performance and Compensation Management modules, we were inundated with a lot of spreadsheets — and other paperwork — trying to manage all aspects of those initiatives. In particular, the compensation component was an absolute nightmare. It would literally take weeks to complete as we had to first run reports from ADP, designate the information by manager and then send to each of them. What followed was many reminders to them to send those spreadsheets back to us so we can review to make sure they were within the percentage parameters allowed for raises that year before manually entering all that information — and bonuses — separately. We only have 200 employees, but that manual process alone required many hours to make sure everything was entered correctly.

Anna Maria: All that paperwork was angst producing because we wanted nothing more than to make sure that we were doing everything correctly. For our managers, we'd rather have them out front leading, setting goals for their staff and helping to ensure they have the resources in place to get them to where they want to be — not dealing with unwanted paperwork. After we completed the performance reviews, we would work off an Excel spreadsheet that had our ratings and what the salary and compensation increases would look like which we would export into the payroll system, sometimes even hand coding just to make sure everything was accurate. That took a lot of time.

Michele: In the past, our performance evaluation process started with notification emails to managers informing them they can expect the forms in another email and it's safe to open the attachment. To help the managers, we would prepare the evaluation forms by filling out the name and title of each employee on a piece of paper. After we received the paperwork back from the managers, it then had to be sent to separate supervisors and then the supervisor's managers for sign off. Once all signatures were collected, those executed copies were put into an email to the employee and the supervisor and the manager. With hundreds of employees, that process could take months!

Saving time while adding value

Theresa: I love ADP Performance Management. The headaches of working with spreadsheets to track outstanding performance reviews is gone. Within the module, I have complete visibility to any reviews that have not been completed, so I don't have to manually keep track of anything — it is delightful.

For our managers, the time to complete their review processes dropped from three to four hours to about an hour or two — depending on how many employees they have under them. But for the HR and payroll team, what used to take roughly a whole week — 40 hours — is now down to probably 20 hours total on performance reviews. ADP Performance Management is a time saver, it has literally cut my time in half.

The ADP Compensation Management module is, by far, the biggest time saver that we have implemented. Our previous process literally took weeks to roll out and complete. Now, we can accomplish it in about day. That is so much time saved. The compensation module has been a life changer. Along with all of the paperwork ADP has helped reduce, it also saves me so much time that can be better used to focus on my employees.

The ADP Performance and Compensation Management modules help to eliminate the stress of getting things done and helps us focus more strategic initiatives so we can have fun doing other things that add more value for our managers and employees.

Anna Maria Miller
Senior Vice President,
Chief Human Resource Officer,
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Anna Maria: The ADP Performance and Compensation Management modules are brilliant because they are intuitive and they have removed the angst of managing these functions, particularly for our managers. Once we started utilizing the performance module, we were able to indicate what our parameters are which helps the managers delineate where their teams stand and identify their top performers. Now with the performance reviews, we're able to send out automatic notifications that the reviews are due within a certain timeframe to complete. When the managers return these to us electronically, we take the rating score and move the information right to the compensation model and pull it directly into payroll. The ease and visibility of the process allows us to see our top performers throughout the entire organization, reward them appropriately and make corrections when needed. And it only takes two to three days to complete this process, a significant improvement from what we had prior.

Our CEO and C-suite love the entire system because they have a clearer picture of the overall organization which helps them better manage their own division budgets. Overall, we have better visibility in terms of what we're doing, where we're spending our money and who's performing at optimal level — allowing us to make better decisions for the organization.

There's a theory that HR is just very transaction focused, checking things off the box to move things along. But we want to be more value added. The ADP Performance and Compensation Management modules help to eliminate the stress of getting things done and helps us focus on more strategic initiatives so we can have fun doing other things that add more value for our managers and employees.

Michele: I love ADP's Performance Management because it has really simplified the process. In comparison to what we did previously, it's like utopia. Our performance evaluations are set up in the system and the managers can go in and take it from there — simple. It's taken a huge burden off HR. We no longer have to send email after email asking "Have you done this? Have you done that?". Now, it's an automatic feature in the ADP system that will send several notifications to our managers — if needed — reminding them of their deadlines.

And the response time of receiving the performance evaluations back from the managers has improved by at least 90 percent. Now, when we get those received notifications — there's nothing further to do. There are no additional emails, we don't have to print and file the evaluations. We can simply look in the system and say, 'It's done'. In fact, we've even donated a few file cabinets to shelters because we have reduced the paperwork aspect of our job by 95 percent — which is amazing. Performance Management helps us manage the areas of improvement required to help our employees track their progress, meet their goals and be successful. Having that visibility all in one place, without having to search for an individual file for the managers, is priceless.

With ADP Performance Management, I'd estimate at least 20 percent of our time has been saved by no longer managing the awful performance evaluation process that we had in place previously. That time saved has allowed us to put more focus on our wellness program, allowing us to reach employees on a more individual basis versus a departmental basis, to partner with each one of them for their success. That's time well spent!

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