Constellis drives HR agility through automation and optimization

Michelle Smith
Vice President of
Human Resources

Nancy Sanchez
Senior Director, HRIS

Mary Barr
Director of Global Payroll

Quick facts

Company: Constellis Inc.

Headquarters: Herndon, VA

Industry: Security
and Risk Management

Employees: 13,500

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

Constellis provides end-to-end risk management and comprehensive security solutions to safeguard people and infrastructure globally. In 2018, Constellis acquired several organizations, highlighting the necessity for standardization and homogenization. Learn how Constellis partnered with ADP® to seamlessly integrate acquired companies into one system, automate manual processes and optimize HR efficiency.

Goals for agility

- Seamlessly integrate acquired companies into one system

- Standardize and automate manual processes

- Continuously optimize for greater efficiencies

Rapid growth spurs the need for automation

Like many rapidly expanding organizations, the HR team at Constellis recognized the need to streamline operations to quickly and effectively integrate acquired companies. Manual processes were time-consuming and left too much room for error. To address this, Constellis partnered with ADP to re-evaluate processes and build efficiency. Michelle Smith, Vice President of Human Resources at Constellis, recalls, "We made several acquisitions over a 12-18 month period and during that time, it was all about standardization. We had to get employees into a system and we had to ensure that they were paid. That was our number one priority."

Nancy Sanchez, Senior Director of HRIS, adds, "It was about combining companies into one system, reducing manual processes across the board and reducing our paper. In many instances, we were sending emails around for everyone to approve different transactions like pay rates and job titles or promotions. Emails were getting lost and if it was on paper, people were losing the papers. We started using the system to add the workflows for the types of transactions that we were sending around via email and paper. Now that we have workflows in the system, we can go in anytime and see who approved what and when. We can see every transaction and the time and date. We are heavy on auditing at Constellis, so this, along with reducing paper, was huge to us."

Another huge relief came when Constellis implemented employee and manager self-service. Giving employees direct access to make changes to their personal information, direct deposit details and tax forms eliminated the need for HR involvement, saving the HR team a ton of time responding to inquiries. Constellis estimates that implementing employee and manager self-service has reduced paper use by 98% and given the HR team about 40% of its time back to focus on continued process improvements.

Process optimization drives efficiency

To accommodate its rapid growth from a few thousand to over 10,000 employees, Constellis sought a more agile approach. They collaborated with ADP to create more efficient workflows and improve processes across the board. By utilizing the tax registration module, Constellis can now conveniently apply for new jurisdictions online, expediting the process and avoiding penalties and fines associated with delayed manual filings. Plus, Constellis is now 100% paperless with tax forms, further optimizing efficiency.

They have also implemented new checklists based on the system dashboards, allowing them to compare payrolls and spot anomalies. This has boosted productivity on the practitioner side and increased accuracy. Global Director of Payroll, Mary Barr, shares, "By utilizing dashboards and reports, we ensure that our payrolls are more accurate and run more efficiently. With the ability to go into the system and quickly review earnings, memo codes, and deductions for the current payroll and compare them to the previous one, I can verify that everything is on track. This process used to take hours of manual checking, but now it only takes minutes."

Sanchez adds, "Utilizing the ADP dashboards has helped me immensely in getting quick snapshots of where we're at on hiring, terminations and how many transactions the HRIS department has completed this year. I feel comfortable and confident with the information that I'm able to provide leadership."

Efficiency drives measurable results

Constellis also successfully implemented the performance module, enabling employees to log in and complete HR and payroll-related tasks, making their lives easier. This streamlined and automated approach has improved efficiency and time savings for the HR team, leading to measurable results. For example, since partnering with ADP, supplemental pay runs are down 87%, payroll amendments are down by 61% and tax registrations and agency notifications are down 68%.

Recruiting and retention have also improved. Smith states, "Our offer acceptance rate is up 10% and new hire turnover has decreased by 5%."

Service is the differentiator

Choosing a payroll and HR system of record is a big decision, and when software platforms appear to offer similar solutions, organizations are often left wondering which option to choose. ADP prides itself on providing best-of-breed technology, but its service and support model is what really stands out for Constellis. The ADP and Constellis teams meet regularly to help Constellis achieve its goals. Smith states, "We all know that no system is going to be able to provide a hundred percent of the services that your organization may want, but what really pushes us past the edge is our ADP team. Our client success executive, our sales team, everybody we work with on the back end — anybody we've ever dealt with at ADP has become an extension of the Constellis family. They're always working to be one step ahead of where we are as an organization to help us cross the finish line. They hear us and they work the change with us." She then adds emphatically, "Shout out to the ADP team; we love you!"

Barr adds, "What I enjoy most about working with ADP is that they always listen — and it doesn't matter who at ADP. It could be my own amazing rep that I talk to every day. It could be my client executive leader. It could be the person at the other end of the phone when I call in on the hotline. Every single person I talk to there is 100% engaged and willing to help.

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Nancy Sanchez
Senior Director HRIS,
Constellis Inc.

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for People®

My payroll is their payroll. My new hire is their new hire. We are in the trenches every single day together. They really want to make our process better and more efficient. They are invested in us."

Sanchez agrees. "The ADP team that we have, they're wonderful. They're quick to answer. They're knowledgeable and ADP is always listening. They're always thinking of their customer. The great customer service that ADP has provided us is just a huge value on what we are trying to accomplish each day."

On winning the Agility at Work Award

The Agility at Work Award recognizes an organization that has shown remarkable agility in the dynamic world of work, leading to enhanced efficiencies, optimal resource allocation and a thriving workforce. Constellis was selected for its continued commitment to driving HR optimization and building efficiency.

Smith says, "We know that change is imminent; it's going to happen, and we must constantly be agile and thinking about what the future may hold. We will continue to focus on standardization, optimization and reducing the manual effort expended by our teams so they can focus those efforts elsewhere, and give back to our employees. Our employees are our greatest assets.

I believe Constellis won the Agility at Work Award because we really have come so far. Every single year, we're looking at how we can reduce the amount of manual effort that we are putting into a system, and every year, we're able to give our teams and our employees time back. We are constantly evolving in an environment where you have to be on your toes and ready for change."

"We partnered up with ADP and went through an optimization looking at what we're doing in the system, what we're utilizing, what we were not. I think Constellis won the Agility at Work Award because we utilize the system to the fullest and we're always looking for improvement," adds Sanchez.

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Mary Barr
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