

# Partners in a global HCM strategy



## Lisa Giglio

Vice President Global Payroll Strategy and Operations,  
HR Mergers and Acquisitions

### Quick facts

 **Company:** Dell Technologies

 **Headquarters:** Round Rock, Texas

 **Industry:** Technology

 **Employees:** 133,000+ in 180 locations around the world

 **Award:** ADP® Meeting of the Minds 2023 Client Award for Global Solutions at Work

 **ADP products featured in this story:**  
ADP Enterprise HR®, ADP GlobalView® Payroll, ADP Celergo®, ADP Managed Services, ADP SmartCompliance®

Dell Technologies creates technologies that drive human progress. From hybrid cloud solutions and high-performance computing to ambitious social impact and sustainability initiatives, Dell Technologies operates in two main segments, the Infrastructure Services Group and the Consumer Services Group, serving 96 percent of the Fortune 500. Learn how Dell Technologies partners with ADP to build and execute its global payroll strategy.

Learn more about  
Dell Technologies  
at [dell.com](https://www.dell.com)

## It started with one of the biggest mergers in U.S. history

I lead two distinct functions within the global HR services organization: Global Payroll and the HR Mergers and Acquisitions team. In 2016, I was fortunate to be part of the acquisition team that brought Dell and EMC together in one of the biggest mergers in U.S. history. A lot of planning took place to bring those two payrolls together as one unified team in less than a year.





The ADP Global Insights Dashboard is absolutely incredible. At a glance, I'm able to see the health metrics of the organization. We currently have 20 ADP GlobalView countries on the dashboard and when our 25 ADP Celergo countries go live on the platform, I'll have access to the gross-to-net payroll and head count trends across 45 countries and regions all on one dashboard.

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One of the first things we did was launch a new HCM system, replacing all our interfaces with ADP. In the U.S., we're on [ADP Enterprise HR](#) and are on pay@work in Canada. We have 20 countries on [ADP GlobalView Payroll](#) and now, we have 25 countries on [ADP Celergo](#) spread across Europe, Middle East and Africa (EMEA). ADP is our primary partner in 47 countries, servicing over 110,000 team members, which is over 80 percent of our global workforce.

### High-level automation drives efficiency

In the U.S., we recently upgraded to ADP Enterprise HR version 6, paying 45,000 team members in 20 pay groups. The new Enterprise HR dashboards present the information in such a meaningful way for our payroll analyst to review and sign off on the payroll results each week. The level of automation that we have from our HR system and all our benefit and financial vendors is just incredible. We also use [ADP SmartCompliance](#) for wage garnishment and tax services — two functions where we rely heavily on ADP's expertise to help make sure we're compliant.

The 20 countries we have on ADP GlobalView have custom-built integrations, and we recently launched the general ledger setup so ADP can share files directly with Dell. We have 25 countries now on ADP Celergo, our newest offering, and we couldn't be more pleased with the solution.

Partnering with ADP has improved our processes, allowing us to achieve more strategic initiatives. Our payroll operations are lean, and the automation enables a very high level of productivity. We don't have to manually create data entry uploads. Now, the data flows over to ADP seamlessly, allowing us more time to analyze the data and service our customers. We use ADP Managed Services as an extension of our team and rely on ADP's in-country expertise to help make sure that we are compliant, and continually deliver accurate payrolls.

### A consolidated view of key metrics

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## MyADP and MyPay enable employee self-service across the globe

Our team members love the [ADP Mobile](#) experience. Employees can answer their own questions and see the benefits Dell is providing to them. In the U.S., the W-4 and direct deposit processes are both within the same user experience, so it's one place to go for all their payroll needs. I personally love the compare feature, it makes it easy for employees to see what's changed on a paycheck-by-paycheck basis.

The global ADP MyView portal is incredibly beneficial for a global company like Dell. From an operations perspective, it provides a consistent user experience to 55,000 team members internationally and simplifies the training materials we need. Team members access information when they need it, whether in the office, where we offer single-sign-on for easy access, or on the go with the mobile app. We monitor feedback and continually have four- and five-star ratings on the ADP MyView application.

## A trusted partnership

We value our relationship and partnership with ADP. As a global company, we rely on ADP's state-of-the-art and robust global security organization to help ensure that we're compliant and our data is secure. Security is absolutely key, and we trust ADP to help protect our team members' confidential information.

When the pandemic hit, ADP was an incredible resource in helping us interpret the rules of the CARES Act. Within days, they outlined a process for us to defer employer social security taxes, which was a fantastic benefit for our company. ADP was instrumental throughout that process, supporting us amidst the uncertainty.

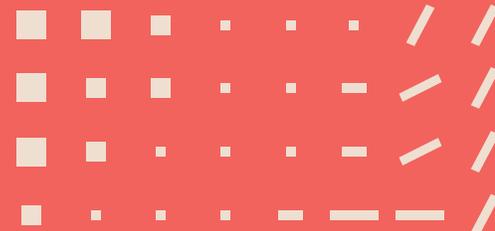
We're always focused how we can be early adopters of ADP's latest technologies. I'm so proud to be amongst my peers on the client advisory board, having early insight into ADP's offerings and providing feedback on ADP solutions.



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## Advice to organizations looking to deploy a global HCM solution

For organizations implementing a global HCM solution, blueprinting is key. It's critical to have information from key stakeholders to deliver what's required in a particular country. And don't rush the project. If something requires more time, put in the time. Often, it results in automating a previously manual process and the extra time can help deliver quality results.

## On winning the Global Solutions at Work award

We couldn't be more thrilled to receive the Global Solutions at Work award. It's a tribute to our partnership, the 47 countries we operate in and the over 110,000 team members we pay regularly. It's also a recognition that we're always at the forefront of the latest innovations in our partnership with ADP.

## Expand your global reach with ADP

Get the tools you need to help your centralize the global needs of your business.



**Enterprise HR:** ADP Enterprise HR provides outsourced enterprise payroll and HR, plus customization, insights and seamless integration with ADP products.



**ADP GlobalView Payroll:** ADP GlobalView Payroll is the cloud-based global payroll solution that makes it easier to unify employee data around the world.



**ADP Celergo:** ADP Celergo is a global payroll solution that connects and unifies multi-country payrolls in one platform.



**ADP SmartCompliance:** ADP SmartCompliance helps minimize the impact of time-consuming and costly human capital management (HCM) compliance tasks, no matter what payroll system you're using.

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