# Saving time and costs with a one-stop shop

*Genevieve Gonnigan is the corporate director of employee relations and development for Flying Food Group, LLC, which provides in-flight catering in the United States for the world's premier airlines. The company specializes in international flights and providing meals based on global cuisines, such as French, Chinese, Indian, Japanese, Halal and Middle Eastern. The retail catering arm of the company provides outstanding private label packaged foods and ready-to-eat meals to their nationwide retail partners, including one of the world's leading coffee hospitality brands, grocery stores, food service outlets and specialty markets. The company has more than 5,500 hourly employees that speak over 40 different languages, and it plans to add at least 1,000 more over the next year. The company has been using ADP Workforce Now, but recently moved its time and attendance system from Kronos to ADP. Genevieve spoke to us about her experience working with ADP®:*

## On a diverse, growing workforce

We have 19 locations in 13 states from New York to Hawaii. The workers in these locations prepare the meals and pack the flights — we have a lot of employees focused on food safety and quality. Our biggest unit is in JFK in Queens, New York with 700 employees in just that one kitchen; in California, we have 1,800 employees in four units. Our employees speak over 40 languages, and the number one language is Spanish, followed by Chinese, French and English, in that order, so communicating with our workforce is a huge challenge for us.

We've had huge growth and will continue to experience that. We expect to have 7,000 employees by the end of next year, so there is lots of growth and expansion going on. We have two new California locations — one is for the airlines and one is for the retail. We're building new advanced facilities that provide beautiful workplaces for our employees, places where they can be proud to work.

**Genevieve Gonnigan**
Corporate Director of Employee Relations and Development

## Quick facts

**Company:** Flying Food Group, LLC

**Headquarters:** Chicago, Illinois

**Industry:** Food Service

**Employees:** 6,000

**Product:** ADP Workforce Now®

**Learn more about Flying Food Group, LLC at flyingfood.com**

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### On switching workforce management providers

Our key driver for moving to ADP was to have one system of record, one point of entry for everything that had to do with our employee information management. Before we moved to a full ADP solution, we used Kronos for HR and time management and integrated it with ADP payroll. So the first part of the migration to ADP was to get our HR managers used to going into ADP instead of Kronos.

### Benefits enrollment in a fraction of the time

What was really fantastic about the migration to ADP was the implementation of the benefits module. With our previous provider, the HR managers had to go to each benefit provider's site to enroll an employee. So they would have to go into Blue Cross/Blue Shield or Aetna and to the FSA provider and all the other coverage providers. It could take 20 minutes just to enroll one employee in all of their requested benefits.

With ADP Workforce Now, the HR managers are able to go to one spot and enroll an employee in benefits in only about two or three minutes. We don't have to wait until the employee passes their eligibility period — we can do it on the first day of hire, and benefits automatically kick in on the employee's eligibility date. We now save a lot of time and have increased efficiencies in our data. When there are so many portals that you have to manually enter data into, you can mistype social security numbers or birth dates or misspell dependent names. With one system and a single point of entry, we got rid of that margin for error.

We also know that people who are active and paying their premiums are the only ones who should be on our benefits plan. Before, we still had former employees on our benefits plan because our HR person thought they had canceled their enrollment, but hadn't. As we're self-insured, there was a huge cost involved. We now average about a three percent error rate, where before we had about a 30 percent error rate with our benefits. We've had huge improvement in our efficiencies and that was only possible because we have one wonderful system — ADP. I love ADP — I really save so much time and money now.

### On saving substantial time and money

The first year I was here, we had about $2 million in waste associated with employees retaining their benefits after they were terminated. We've cut that drastically and we've been able to reinvest that money into solutions that help our employees. And the time savings? That's just amazing. Our HR people have a substantial chunk of time back in their day and they're in a much better mental space to think more strategically. HR has moved away from being personnel paper pushers. We are expecting HR managers to be more strategic partners within the organization and now they're able to think about things like talent retention, efficiencies within their units and employee recognition. We're able to plan more strategic initiatives because we have time to think about those things, whereas we didn't before.

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### Investing in eTime and saving even more

With all the money we saved, we reinvested in another ADP solution, eTime. Every time we've rolled out an ADP solution, we've been able to save money and show significant ROI, which has helped to get buy-in to add even more ADP products.

We moved away from Kronos Timekeeper to ADP eTime, which is the latest and greatest timekeeping system with a clean design and extremely user-friendly interface. What I love about eTime is the amount of money we've been able to save by staying on top of our overtime. Before eTime, we had astronomical overtime. Now, managers have accountability to see when someone's hitting 40 hours and they can make some adjustments to schedules. This way, someone isn't getting 20 hours of overtime on top of their regular 40 hours, while someone else is barely getting 40 regular hours.

### On tackling turnover and staying competitive

In-flight catering is a very niche market and most of us work close to the airports. A person can work for Flying Food one day and then go work for a competitor at the same airport the next day with the exact same commute. So to retain talent, we really have to be ahead of the competition. Using our ADP solutions to the fullest extent differentiates us from our competition.

In some of our kitchens, our turnover is as high as 300 percent. With turnover like that, you're constantly entering employee data. During a busy season, we used to have to enter 40–50 people into the HR system and then later, when they became eligible, we had to enter those same 40–50 people into the benefits system. Now we don't have to wait until the employee is eligible for benefits. We onboard them and enter their benefits at the same time which kick in when the employee actually become eligible. The employee knows they've already selected their benefits so now they want to stick around for the 60 to 90 days because they are expecting their phenomenal benefits. That's helped not only with the onboarding but also with talent retention, because it gives folks a reason to stick around.

### What I'm working for

I love this "What are you working for?" campaign. Most people think they're just working for a paycheck, so I found it interesting to have that question asked by the company that gives me my paycheck. What I'm working for is using my role, my skills and my talents to support my employees so that they can support our customers. I want them to feel empowered, and ADP's solutions help them with that. ADP also empowers my staff with a single point of entry for all employee information and a great solution to do what we need to do. I love the folks that I partner with at ADP. They support us not just from a solutions standpoint, but also from an HR industry standpoint. We want to holistically support our employees, not just give them a paycheck.

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