

# The embodiment of HCM agility



**Scott Law**  
EVP, Chief Human Resources Officer



**Dennis Burns**  
Senior Vice President, HRIS Assistant Director



**Leona Help**  
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Executive Vice President, Director - HRIS and Payroll

## Quick facts

 **Company:** Zions Bancorporation

 **Industry:** Financial Services

 **Headquarters:** Salt Lake City, Utah

 **Employees:** 10,000+

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

 **ADP products featured in this story:** ADP Enterprise HR®, ADP Talent Management

With approximately \$90 billion in assets, Zions Bancorporation (Zions) is one of the largest regional community banks in the country. Zions operates under local management teams and distinct brands in 11 western states. When their portal vendor informed them they were shutting down, Zions was faced with the daunting task of finding and implementing a new solution quickly. Zions partnered with ADP to implement a new portal and move from a premise-based to a cloud-based payroll system. The shocking part — they did it in six months' time.

Learn more about  
**Zions Bancorporation**  
at [zionsbancorporation.com](https://zionsbancorporation.com)

## A seemingly insurmountable task

**Scott:** We were on ADP's premise-based [Enterprise HR](#) system for payroll, and a completely different company managed our portal. With extremely short notice, our portal vendor told us they were dissolving the company and the portal we utilized would no longer be supported. That meant we had to get a new portal product. To do that, we had to transition from a premise-based system to a cloud-based system, which raised the bar on the complexity of this project's fixed timeline, making this an "all hands on deck, sound the alarms" project.





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**Marc:** Zions has worked with ADP for over 30 years, and we've expanded our use of ADP products over time as our needs have grown. So naturally, when we needed to find solutions, we went to our partners at ADP because we knew they could get us up and running on short notice.

### Agility in implementation

**Dennis:** I can't thank ADP enough for how they partnered with us. We needed to be able to pay 10,000 people and perform about a hundred system integrations. Additionally, we had a lot of customizations on our premise-based ADP system. If we had gone to any other vendor, we would have had to rewrite every one of those. But ADP was able to import our setup from our prior platform. Not only did ADP bring us onto their product, but they also implemented all our customizations from our previous product. It was a huge collaborative effort between the ADP team and our team. Any other vendor would have taken at least two years to accomplish what we did with ADP in six months.

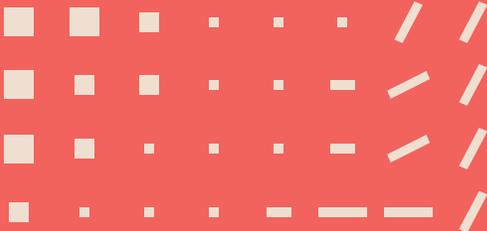
**Marc:** We had to be agile on this project. The ability to react quickly and make meaningful course adjustments demonstrates the word "agility," and that's the word I would use to describe our ADP team.

### One-stop shop for all our HCM needs

**Marc:** We are now using ADP Enterprise HR for payroll and HRIS tracking of employee data, the MyADP portal for employee and manager self-service and ADP's health compliance module. We've also incorporated ADP Talent Management, which encompasses performance and compensation management.

**Scott:** ADP products are the lifeblood of our day-to-day operations. They're intuitive and easy to use. A non-technical person, like me, can use them without instruction. They made our manual processes obsolete. Before we launched the ADP performance review system and the performance assessment and compensation modules, we processed merit increases and bonuses through Excel spreadsheets. Now we have a more secure, robust and efficient way to accomplish merit increases and many other tasks.

**Dennis:** I don't think anybody does payroll better than ADP. Previously, we split various modules among different vendors. Now we save so much money in the long run because everything is under one system. And as an employee, instead of going to several different systems, I only have to go to one.



## Benefits of streamlined processes

**Marc:** Our HRIS platform and MyADP, our manager and employee self-service portal, are in sync, so we no longer have to integrate the data manually. Any time we can eliminate a manual touch on data, we reduce the risk of error.

**Leona:** Working with ADP has improved our processes, especially regarding garnishments. My staff spent a lot of time running copies for multiple agencies, stuffing envelopes and answering interrogatories. With the rollout of full-service garnishments, they can focus on the employee experience and resolve issues much quicker.

**Dennis:** Since moving to the cloud, the reduction in manual work has been tremendous. With a premise-based system, you must transmit your payroll to ADP. I can't tell you how many times I got called in on payroll transmission day because our server needed to be fixed. Now that we've migrated to the cloud, ADP patches and upgrades everything. No more server issues. This gives me tremendous peace of mind. Now I spend more time developing the long-range goals of my department.

When we were using an outside vendor for our employee portal, we'd have this huge exception log that required a lot of manual corrections. Now that MyADP connects directly to ADP Enterprise HR, my team is not involved in that data. Our previous vendor didn't do the tax forms correctly and that had a downstream impact on us. ADP is the best at payroll, so I don't need to worry about putting in a patch for a tax form, because all that's done within the system.

## Our employees love self-service

**Marc:** The MyADP app has empowered our employees so much. Now they have their information at their fingertips rather than having to call our payroll department to ask questions. Employees can view their performance appraisals, change their W-4s or direct deposits, and see their pay stubs.

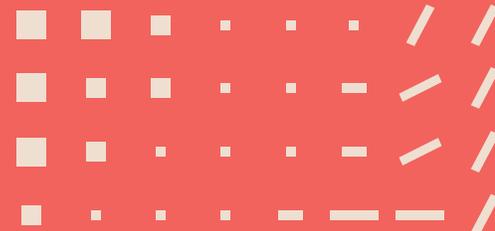
The MyADP app is great for managers, too. They can access the app to process a pay increase, promotion or job transfer. We've had so much positive feedback from our employees and senior leadership.

**Leona:** Employees love the alerts when their pay statements and W-2s are available online. The MyADP portal also saves time from a payroll perspective, helping me manage employees who work remotely from home, or who work in one state but live in another. For employees who move from one state to another, I can readily address any changes, so I don't have to go back and amend tax issues for a prior quarter.

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## A partnership called One

**Dennis:** I would summarize the partnership of Zions Bancorporation and ADP as “one team.” It was a fantastic feat to accomplish what we did in such a short period of time. The support from ADP was terrific. You can’t tell 10,000 people, “I’m sorry, we didn’t get set up on our new platform, so you won’t get paid this week.” Failure was not an option. ADP knew we had a hard deadline, and their expertise in guiding us through that was truly amazing — one team, one mission and one goal.

**Scott:** Zions Bank and ADP have been partners for 30 years, and ADP is essential for us. We’ve gotten through some significant challenges together, which speaks to the quality and depth of our partnership. ADP always comes to the table with all their resources to help us. They have our back.

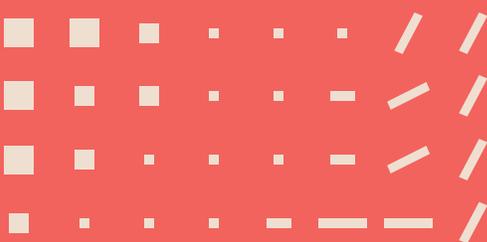
**Marc:** ADP anticipates our needs rather than just giving us what we ask for, helping us make well-informed decisions. Having ADP understand us and our goals as an organization is very meaningful because that’s how we operate our business with our customers.

**Leona:** I love the relationship I have with my ADP consultant. He is an expert in payroll and HR. He knows our company setup and culture, and because of that, he anticipates many of my questions. That’s important because you want someone who stays current on the ever-changing regulations and sends you alerts and updates when changes need to be made.

## On winning the Agility at Work award

**Dennis:** Zions Bank won the award because a migration of this magnitude, especially in a six-month timeframe, it is almost unheard of. Nobody would’ve helped us the way ADP did to achieve our goal of paying 10,000 people in a new system on such short notice. It wouldn’t have been possible with anybody but ADP.

**Scott:** What was most impressive about our partnership with ADP on this migration project was how nimble both teams were — and they had to be because of the time constraints. They were changing the schedule every week, sometimes daily, to navigate this project. I’m so proud of the team and am very grateful to ADP for helping us accomplish this and for recognizing our team’s efforts and success.



**Marc:** Our transition from a premise-based to a cloud-based environment was spectacular. We replaced our manager and employee self-service system. We reinvented integrations and reporting. We introduced the MyADP app. We had a very short amount of time to do an incredible amount of work, and between the Zions team and the ADP team, we pulled it off. I can't stress enough how much confidence it gave us to complete this project on time and under budget. Winning this award is a phenomenal way to recognize the capability, hard work and effort of our team and the ADP team showcased throughout this project.

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