



Achieving business and employee goals with ADP® Comprehensive Services

Rémy Cointreau Americas is part of a larger group of high-end brands that share the same viewpoint — the most valuable asset is its employees. This philosophy is clearly reflected in the recruitment, training and culture throughout the company. Developing expertise and increasing employee engagement are motivating factors. David Dankenbrink, vice president of human resources, understood that to achieve these goals would require a powerful outsourcing solution from ADP.

Overcoming challenges

During my 25 years in the HR field, I have worked with a variety of payroll and HR vendors. Some of my experiences have been good and some not so much. In my current role, I'm responsible for all aspects of human resources from talent acquisition, talent management, benefits, compensation, total rewards and employee engagement. Basically, anything that affects our people, I'm directly involved.

We want our employees to be happy and engaged every day. In the past, we worried whether we had onboarded the right people, placed them in the best roles, were compensating them competitively or were providing them with the right level of benefits to keep them interested in staying with the company.


One of the primary challenges we encountered was a very competitive market. With unemployment levels at the lowest in years, we faced concerns from our competition because our employees had options to explore and work elsewhere. What we needed was a solution that could help us achieve the goals of the business and tie it with the goals of our employees. And with ADP, we found that solution.


David Dankenbrink
Vice President of
Human Resources



Quick facts

 **Company:** Rémy Cointreau Americas

 **Industry:** Fine liquors and spirits

 **Employees:** 300

 **Product:** ADP Comprehensive Services

Business challenge: A previous vendor was unable to provide solutions that allowed them to report accurately, onboard staff easily or provide support for HR initiatives and projects.

How ADP helped: Mitigates their payroll administrative tasks while the self-service options provide employees their HR, pay and benefits information when and where they want it, allowing the in-house HR team more time to focus on strategic initiatives and goals of the business.

Learn more about Rémy Cointreau at
remy-cointreau.com/en/


Always Designing
for People™


RÉMY COINTREAU

Finding the right solution with ADP Comprehensive Services

Our previous payroll vendor was not providing us with any of the solutions we needed. In fact, they were creating problems. We were spending more time trying to fix the system as opposed to having that system support our HR initiatives and projects as an organization. When we brought ADP onboard, we saw a change immediately, beginning with implementation and right through to the day that we went live.

ADP helped us to solve a number of our existing business problems. They brought best-in-class technologies and checked every box for us with regards to outsourcing our payroll and more. With ADP Comprehensive Services, we have an opportunity to be more strategic in our approach and to focus on the big picture as to how our business goals relate to human resources and people. I am a true believer that great people make great brands.

Now, we're able to enroll employees directly online through open enrollment, engage employees through a self-service portal and recruit and onboard employees using an online automated tool. All of this gives us the opportunity to focus less on paperwork and time-consuming administrative tasks and concentrate more on strategic HR initiatives. As a result, it has allowed us to target engaging and developing our people, which is key for any HR individual to be successful.

And, one of the greatest impacts we experienced moving to ADP Comprehensive Services was the drastic decrease in employee turnover. Prior to ADP, our turnover was roughly 15 percent and now we are closer to five percent. It's a testament that our relationship with ADP is allowing us to do the right things to help ensure that we have an engaged workforce that believes in the goals and vision of the company.

A strong relationship makes a difference

Our ADP relationship manager, Janice, has been an exceptional resource from day one. This role is crucial within our organization. Both Janice and the ADP services team work very closely with our team, interacting regularly not just regarding payroll concerns, but with all of our functions. Anytime we have run into an issue with the system — large or small — we would call to leverage the expertise of ADP.

One of the most unique and valuable aspects about our relationship with Janice is that she always made herself available to us. She's never been more than a phone call away and that's not typical of all the vendors and account managers that we have had across a multitude of lines that support not just HR but our organization in general. She has remained helpful, proactive and responsive to our needs. She realizes trends and issues that might happen and shares with us in advance. Every time we have an issue, she's there to help us and support us along the way. There's a level of trust and assurance with her that I know when I need to contact her, she's going to respond. And that's very reassuring knowing that I have a trusted resource who is dedicated to helping us solve our ever-evolving human resources needs.

With a comprehensive set of tools and resources at my fingertips, I would encourage any company looking for a best-in-class HR and payroll solution to contact ADP.

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