



WILCO USES ADP LYRIC HCM TO SOW THE SEEDS OF SUSTAINED GROWTH

Wilco is a large Oregon-based farmer's coop with multifaceted operations including extensive retail operations, energy and agribusiness services and is one of the largest growers and marketers of hazelnuts in the nation.



Lisa Smith
Vice President of
Human Resources

QUICK FACTS

Company: Wilco

Established: 1967

Headquarters: Mt. Angel, OR

Industry: Agriculture & Retail

Employees: 1,200

ADP products: ADP Lyric HCM

BUSINESS CHALLENGES

- Wilco required a robust HR and payroll platform that will scale with business expansion
- Simple, high value employee experience needed to be matched with a powerful HCM solution
- Digital, mobile-friendly experience needed to reduce paper use and enable future-focused capabilities

Lyric helps a diversified, high growth organization scale, saving time and creating efficiencies across the business and providing a high-value employee experience.

Growth and diversification are two words that can fittingly describe Wilco's business trajectory over its nearly 60-year history as a beloved farmer's cooperative in the Pacific Northwest. What started as a small farmer cooperative in 1936 has evolved through strategic expansion, mergers and acquisition into a thriving agricultural enterprise.

Wilco's impressive growth story and its values-centric culture attracted Lisa Smith, Vice President of HR, to the organization in 2016. But so did its employee-first culture.

"One of the foundations of our organization is our Care for Employee strategy," she explains. "We recognize and value our employees' voice and we work hard to create an environment with the right tools to deliver an exceptional employee experience."

DELIVERING POWERFUL FUNCTIONALITY AND FLEXIBILITY FOR AN EVER-EXPANDING WORKFORCE

Growth and expansion bring change, and Wilco needed an HR and payroll solution that would provide the flexibility and scalability to meet its ever-evolving business needs.

"Change is a big part of the Wilco story and as our HR leader responsible for navigating present and future growth opportunities I knew we needed a solution that would be extremely powerful and comprehensive — an HCM platform that would allow our broad workforce to work within one environment for HR, payroll learning and applicant tracking," says Smith.

Lyric checked all of the boxes for Smith and her team, giving them a full suite of solutions that could create efficiencies across the business, provide an exceptionally convenient and user-friendly people experience and provide the flexibility and easy-on implementation they needed with their organization's steady expansion and headcount growth.

"Lyric is powerful enough to support our business. Whether we grow organically through the acquisition of small businesses with five to seven employees or we consider a merger that could mean adding another 1,000, we believe ADP provides the right platform to support this growth while providing the hands-on support our employees need."

ACTIONABLE ANALYTICS

ADP is known for its extensive datasets and the data story is a critical differentiator for Lyric. The solution provides embedded metrics and actionable insights that business managers can use to make complex decisions much easier.

"HR leaders need to be data-minded to be successful and I've been very impressed with the way ADP presents analytics and insights within Lyric," Smith notes. "We recently used the platform to conduct a pay equity project and it surfaced data within our teams that helped us address issues we may have not known existed. It was extremely easy to use and saved us many hours of digging through files — all the information we needed was organized and readily available to help us make a highly informed decision."

A ROBUST FEATURE SET TO GET MORE WORK DONE, FASTER

Smith and her colleagues have been particularly impressed with the breadth of features across the Lyric experience. She explains that ACA compliance and employee verification have been easy and efficient and the position management tools simplify managing employee information, ensuring employees' jobs, their managers and their location status are accurate and matching to eliminate errors and dual or triple entry.

"The time savings our staff has experienced has been incredible. The Lyric platform organizes information so well and makes changing information so easy," she continues. "And one small feature with big benefits is the embedded search capability — all of our users love how simple this makes the platform to navigate."

GOING PAPERLESS

Smith and her team also were very conscious of their reliance on hard copies and paper and hoped a move to Lyric would drastically reduce this footprint.

"We have been slowly reducing our use of paper and started a digitization effort several years ago across the organization, but we wanted to put this effort into high gear," she explains. "We're in a great place now — all of our files, personnel information, recruitment process, everything — it's all now automatically digitized and easy to manage and navigate. All of our processes now are incredibly organized and clean."

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