Cultivating culture in a growing company

Quick facts

Company: World Wide Technology

Industry: Technology

Employees: 6,300

Headquarters: St. Louis, Missouri

Product: ADP Vantage HCM

Learn more about World Wide Technology at wwt.com

Ann Marr
Executive Vice President, Global Human Resources

Michelle Struble
Senior Payroll Manager, Global Payroll Operations

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Senior Director of Human Resources

St. Louis is quickly becoming home to an ever-increasing number of startups and technology companies. Founded in 1990 with its global headquarters in St. Louis, World Wide Technology continues to experience its own rapid growth, recently doubling in headcount to over 6,000 employees in 49 states and 13 different countries, with a projected 33 percent increase within the next couple of years. To support this growth, its HR team needed a solution to help them create efficiencies that would allow them to focus on recruiting quality candidates quickly, in a competitive environment, while still having time and resources to cultivate the outstanding culture they'd become known for.

Discover why they chose to partner with ADP® to achieve their talent and organizational goals:

The challenge of a rapidly growing organization

Paul: At World Wide Technology, we've grown very fast. When I started, we had about 150 employees; now, we have over 6,000 and within the next couple of years, we'll have around 8,000. We've doubled in size over the last five years, and we've gone from an HR department of two people to over 100. We're learning how to scale, grow and adapt to all these changes that are happening.

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Ann: It's a daunting task. We have huge goals for this year in terms of hiring, and the biggest challenge is finding the right people for the roles that we have. We're competing with a lot of other companies who are looking for great resources as well, so we have to differentiate ourselves as an organization to find the very best and diverse talent that we can. We need to be really creative in what we're doing to make sure people feel a part of the team. It's not just about having a great benefits portfolio anymore — you have to do other things to attract top talent. We do as much as we can to engage people and make them feel like, "I want to be a part of that team." So for us, that's the focus, but employee engagement is important too because once you get people in the door, you need to engage them to make them want to stay.

Choosing ADP as an HCM partner

Paul: We needed a solution to help manage the growth of our employee count, and that's why we chose ADP. Prior, we had filing cabinets, spreadsheets and different websites that employees went to for different things. With ADP, we got it all in one complete solution. Plus, one of the biggest things we enjoyed about ADP during our search for an HCM provider was the culture they exhibited. Our representatives were very relatable, responsive and easy to work with.

Michelle: ADP has really made an impact at World Wide Technology by bringing an HCM solution to us. Before, we were using multiple systems, but ADP helped us bring it all together to streamline and work smarter, not harder, as our company grows. If we weren't currently leveraging the ADP product, we would likely need three more employees on our team just to handle the day-to-day volume and activity.

Ann: We're thrilled to have ADP as a partner. It was a competitive search because we did our due diligence — we wanted to find the right partner and the right technology, and our team was very passionate about it. We knew what we wanted, and we lobbied for years to get a system like what we have with ADP. Having this partnership was strategic for us as a company because we have some lofty growth goals, and we knew there was no way we could meet those goals without having a partner like ADP.

Creating efficiencies with ADP Vantage HCM®

Michelle: Our staff was pretty pleased with moving to ADP because we've picked up efficiencies and a lot less manual work. We've grown by 4,000 employees in the past five years, and we weren't able to handle the volume previously without adding additional headcount. By partnering with ADP, we save around 20 hours per pay period — maybe even per week — by streamlining our processes and being more efficient in what we're doing, especially in the high-volume peak periods as our business grows.

Paul: ADP has helped us become more efficient from an IT standpoint, because they handle our IT support for Vantage for us. And for our HR team, having everything in one spot has helped us scale because we don't have to spend time

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searching for things in files or spreadsheets. ADP has also given our employees more time to focus on their jobs, because they spend less time trying to figure out how their benefits work or looking for something. They have the ADP mobile app with them at any time, which has provided a more efficient work environment where they can focus on more than just transactional things.

How ADP has helped with recruitment

Paul: With ADP, the recruitment solution is now integrated with our HR system, and the user interface for the candidate is outstanding. Everything I've ever heard from candidates as they look through jobs on our website or join our company is that they've had nothing but a great experience. And when they come into World Wide Technology as an employee and convert from Recruitment Management to Vantage, they're presented with all their benefits, information and onboarding documents. That's a seamless experience that they really love.

Empowering employees with self-service

Ann: As a technology company, we're always looking for ways to be efficient, which is why we were excited to utilize ADP's self-service option. We knew it could provide our employees with access that we previously only dreamt of, and it has really helped us become efficient as a company.

Now, our employees don't have to call HR for things they can do on their own, like change personal information or update something with their health insurance. That was really, really powerful, because we gave the control over to them. We still have some things we do on our end, but self-service is important because it's available 24/7, and employees no longer have to wait for us to get back to them for many things — they can do it themselves right away. I think they have a lot more confidence and trust in the system when they feel empowered to do it on their own.

Paul: ADP Mobile has been incredible for employees. Prior to having ADP, they didn't know where to go for pretty much anything, and we wanted to sell our benefits, which are outstanding. Now, we can provide their total rewards statements in real time so they can see what they're making other than just their pay. They can see how much or how little they're paying for health insurance, what their PTO is, what their overall benefits are as far as life insurance goes and how their 401(k) is doing. They weren't able to see that before without having to go to several different spots or asking several different people.

How partnering with ADP has created transformation

Ann: Partnering with ADP has been transformational for our employees and certainly for my team, because it has allowed us to effectively do our jobs as HR and payroll professionals. It has given us and empowered us with access to data that we didn't have before, which is really exciting, and has given our employees a

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self-service tool that they never had before. These are some of the things that we knew would happen if we found the right partner.

Paul: Adopting ADP made us change how we did everything. We used to do everything manually, but ADP helped us develop a discipline on being world class and how we should be doing things. We didn't know what that was until we went through the exercise of unwinding what we were already doing and then creating more of a standardized version, which was through Vantage. Now, our HR business partners can be more engaged with our employees — being with them, hearing from them, listening to them and working on strategic initiatives rather than going through file cabinets or transferring things around.

Continuing to cultivate culture

Michelle: For us, culture isn't just a poster on the wall, it's something that you feel and experience on a daily basis. It's knowing that trust is there, that integrity is there. Payroll affects the culture because "everybody likes to get paid," which is our little slogan here. Hopefully people come to work for their passion, but ultimately everyone wants to be compensated, so knowing that their pay is going to be right, consistent and on time goes a long way.

Paul: The culture here is outstanding. I have many close friends that I've made throughout my time at World Wide Technology. We're a very close-knit group of people, and our culture is very tight, very engaged. We live by "The Path," which is an acronym for trust, humility, embrace change, passion, attitude, teamwork and honesty/integrity. It's how we treat each other, how we treat customers, how we treat partners and how we treat our ADP friends. Using ADP has given them more time to focus on these relationships.

Ann: ADP has goals, objectives and expectations of their employees similar to ours, so there are synergies there and they understand. When you see like companies that come together, they create a successful partnership, and I think that's what's happened with us and ADP. There are things that they are helping us with to augment and advance our ability to support our employees.

Recommending ADP to others

Michelle: If I had a peer who was interested in the ADP product, I would let them know it was ADP that helped us bring it all together. Having one HCM system versus a separate HR system, payroll system and recruiting system provides that ultimate, great user experience for our employees. World Wide Technology wants to provide the best solutions for our customers, and internally, our employees are our customers. We want to give them that same level of service as well.

For more, about ADP's enterprise solutions, visit **adp.com/enterprise**

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