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# Sika North America

## Managing a fast-paced acquisition strategy

**Lisa Panagos, Payroll Manager for Sika North America**, – a specialty chemical products supplier to construction and industrial markets, spoke with us about the challenges of keeping pace with a fast-changing acquisition strategy and ensuring all 45 U.S. locations across the country have a coordinated and smooth payroll strategy. Read her interview below.



### Business Challenges

**Q. What are the business challenges facing Sika Corp?**

**Panagos:** One of the situations we are facing is that our complexity is increasing. One of the Sika growth strategies is acquisition, and because of that, we tend to grow in leaps and bounds. When I got here in 2011, we had 868 employees, and now we have nearly 1,500 employees. Each population that we've added has come with their own set of rules and situations. I've been here five years, and we had seven acquisitions.

**Q. What makes these acquisitions complex?**

**Panagos:** In payroll, we could find out from one day to the next that we are acquiring a company that has a very strong union in place. Which has happened...at this point, we have four different unions.

**Q. What were the major factors in choosing ADP to help?**

**Panagos:** Between HR, payroll and accounting, [our team] started looking for a vendor based on the reputation, dependability, stability and flexibility – just to be able to grow with us since there's not really a planned growth path when you are in the business of absorbing other companies. ADP is the best able to meet our needs in that area, just out of everyone.



### Business Solutions

**Q. What are the benefits of using ADP solutions within your HR business strategy?**

**Panagos:** As the payroll is going a lot more smoothly, we've been able to get deeper into our wage garnishment process. Also, ADP handles all of our tax filing and deposits, and we're trying to increase transparency in that area. ADP has made some changes that have made that easier for us with the tax and banking portal.

**Q. How else are you able to provide value to your organization?**

**Panagos:** One of the first areas that I started wrestling with was reporting. Our role was to reconcile a payroll to the general ledger, which previously had never been achieved. Because of the robustness of custom reporting coupled with my intense desire to make it happen – that's now something we're able to do on a quarterly basis. Every year, when auditors come in, we're golden. Audits are a totally different thing now than they were before.

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***Q. What about the value you bring personally with the help of ADP?***

**Panagos:** I actually am very into the reporting, I enjoy it. I'm very experienced with ADP so I'm fairly decent at it. Having a streamlined process has enabled us in payroll to add a lot more value to our organization, particularly with custom reports. I think it speaks to how well our system is working.

***Q. What was your experience like when you worked closely with ADP to develop and refine the products?***

**Panagos:** At every step, [ADP's customer service people] were at the top of their game. They were so on point...and it helped that ADP moved to a more advanced testing process before actually moving things into the live environment.

We got to the point where we were comfortable enough between tech support and payroll that [the ADP team] asked us if we would partner with them [for development testing] because we utilized almost every inch metaphorically speaking, of our database. There are very few things that we have on that we don't use. We use them to their fullest extent and we are fairly quick in the system. It's exciting to be part of the development process.

***Q. What would you say about your experience partnering with ADP to peers who are considering the same?***

**Panagos:** I would fully, actively recommend ADP. I am always telling other payroll professionals, 'You really have to talk to your company, to your CFO. It's worth whatever cost there is.'"