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# ADT

## ADT Secures Time and Cost Savings in the Midst of a Merger

### The Challenge

As the largest home security company in North America, ADT focuses on alleviating stress and providing a sense of comfort to their customers. So when an acquisition required the 13,000-employee company to join forces with fellow security company Protection 1, its staff grew by approximately 25 percent to over 17,000 employees, requiring ADT to overcome its own stressful challenges.

With 12 pay groups, four FEINs and over 525 regularly scheduled payrolls to process per year resulting from the merger, every day was 'payroll day.' The acquisition also created a messy combination of varying and inconsistent HR policies, earning codes, pay cycles and pay frequencies, highlighting the urgent need to create a unified and consolidated system.

The stress didn't end once payrolls were processed – now the team was faced with both the task and the expense of delivering approximately 40,000 paychecks per month. As some employees were enrolled in direct deposit, many others still elected to receive their checks in the mail, contributing to costly shipping expenses.

Accompanying these challenges came concerns regarding how to create a synergistic transition as seamlessly as possible. Concerns like how to combine policies, manage changes, keep costs down and engagement up – all while communicating these changes to employees in a timely yet thorough manner. The team at ADT quickly realized they needed help finding and implementing solutions for the vast range of challenges ahead.

### Quick Facts

**Company:** ADT

**Headquarters:** Boca Raton, Florida

**Industry:** Provides home and small business security services across North America

**Number of Employees:** 17,000

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Learn more about ADT at [www.adt.com](http://www.adt.com)

### The Action

ADT was already partnered with ADP for many of its human capital management (HCM) needs, so the teams met to discuss how the companies could work together in order to smoothly and strategically manage the transition. ADP was up for the challenge and handpicked a team of experts to work side-by-side with ADT.

The first step? Create a plan of action. ADP's Strategic Advisory Services team worked with ADT through change management workshops and regular calls to identify challenges, provide guidance and create solutions. Once these were determined, ADP assisted ADT in crafting a strategic company-wide communications plan. For six months, the team communicated the impending changes on various platforms – from email blasts to physical mailers to in-office presentations – to ensure all employees had access to the information and were well-prepared for the new policies and systems to come.

During the transition, the team at ADT knew their staff would have questions – and lots of them. To help offload incoming calls, ADP provided support through the ADP call center, which not only handled employee questions, but

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provided ADT with same-day metrics and details on the types of calls being received, so that together, they could deliver better customer service to ADT's employees. The call center also helped to resolve issues in connection with wage garnishments, unemployment and employment verification so that the ADT team could concentrate on more strategic initiatives.

To further ease the employee experience, regular Q&A sessions were set-up so that employees would have the opportunity to speak directly with the payroll and HR leadership teams to ask questions and share feedback. Additionally, ADT offered employees the use of the ADP mobile platform so that they could have access to self-service features at their fingertips, anytime and anywhere.

ADP and ADT also worked together to create a more manageable payroll system and process by consolidating pay groups, minimizing pay frequencies and launching the 'Go Green Campaign' to encourage employees to sign up for direct deposit – a movement that would not only produce less paper and work, but would also cut down on company costs.

## The Result

Through the assessments done in the change management workshops with ADP, ADT was able to increase integration across its different areas of business. Many of its processes, programs and policies have been streamlined, decreasing errors and employee confusion while increasing efficiencies.

By strategically consolidating its payroll processes, ADT was able to cut FEINs by 25 percent, pay groups by 40 percent and individual payrolls by 60 percent, and went from processing payroll every single day to just one to two days per week. Between the reduction in pay frequency and the creation of the Go Green Campaign, ADT achieved a 50 percent savings in shipping costs.

ADT employees have benefitted from easier access to payroll and benefits information through the ADP mobile platform and the ADP call center. And many employees have also expressed appreciation for the thorough communication and care offered to them throughout the transition process – something that the leadership team at ADT took note of as well.

With ADP's help and guidance throughout the integration, ADT and Protection 1 are no longer two separate companies struggling to fit together; they have become one, joining together to provide both their customers and employees with exceptional care and service.

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**“It’s really not about just the technology that ADP brings to the table. It’s about the people, the team, the partnership, the expertise, the consultation and the conversation to ensure that we’re all more efficient going forward.”**

**– Jason Holbrook,  
Director of Payroll and Benefits Administration, ADT**

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