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## C A S E S T U D Y

# ADP's HRMS and Service Exceed Carter's Expectations

*"As one of our VP's recently said, 'ADP is the biggest because they are the best!' "*

*—Kelley Jozefick, Payroll Manager, William Carter Company*

### The Challenge

Without question, The William Carter Company (Carter's) understands how to market and sell infant and children's apparel. In 1999, Carter's sold more than 60 million units of clothing. The company has been recognized for more than 130 years for its creativity and innovation in product design and introductions. Customers look to Carter's for quality products, at reasonable prices.

Given its successful retail philosophy, when Carter's decided to purchase a Human Resource Management System (HRMS) to integrate with its ADP payroll system, it looked for the highest quality product and the best possible price.

The company also needed a HRMS to consolidate HR information from its ten locations and further automate its payroll processing, human resource and benefits administration functions. Its existing method of managing HR

information consisted of disparate spreadsheets and databases that were time-intensive to manage and proved difficult to ensure accuracy of information.

### The Solution

"Carter's has had a long association with ADP Payroll, and our relationship has always been excellent," said Lanie Long, Director of Benefits and Compensation. "Nevertheless, when we made the decision to purchase a HRMS, we did our homework, and reviewed several leading solutions. ADP won out based on its excellent product solutions, benefits and price."

The company was determined to benefit from its new ADP HRMS solution as soon as possible. ADP's Professional Services, delivered by AG Consulting, provided the system expertise to successfully complete the implementation in just four months - two months earlier than originally planned. Throughout the process, AG Consulting and Carter's Payroll, HR and IT

### COMPANY BACKGROUND

William Carter Company (Carter's)

- Leading retailer of infant and children's clothing
- 36 years old
- Headquartered in Morrow, GA and Shelton, CT
- 3,400 US employees

### SITUATION

Carter's HR system and process was inefficient and time consuming. To manage its HR functions across its 10 locations, the company relied on a 3-step process, involving multiple spreadsheets and databases.

### CHALLENGE

The company needed an integrated Human Resource Management System (HRMS) that could be maintained in-house, save them time, and make the HR process more efficient.

### SOLUTION

Through rapid implementation and successful training and project management, the new ADP HRMS solution allowed Carter's to centralize its critical HR information to increase the company's efficiency, flexibility and focus. Moreover, Carter's now has a foundation that can be customized with additional ADP solutions to meet the company's changing business needs.

### ABOUT ADP'S INTEGRATED HRMS SOLUTION

- Provides integrated solutions for all HR, benefits and payroll needs.
- Implementation options can be tailored to client specific needs.
- Managed by experienced, dedicated account teams.
- Offers call center support and promises extensive backup and disaster recovery.

departments worked hand-in-hand to ensure the company met its goals, tremendously expediting the implementation process.

"Going live when we did was a tremendous success," said Mary Ann Miller, Director of Human Resources. "Our AG consultants understood the challenge of working with multiple locations and the unique intricacies of our company. And, since we would be maintaining the system in-house, AG made sure we knew exactly how it functioned." Training and additional project management services were provided as needed.

"It was a seamless implementation," added Kelley Jozefick, Payroll Manager. "I can now interact with our HRMS system and have access to payroll information at every location." Recently, the system at one of Carter's locations went down due to an area power outage. Carter's payroll department simply transmitted its payroll from the home office to ADP, assuring every employee was paid on-time during the power crisis.

ADP has changed the way Carter's manages its complex HR functions. "It is so easy now to pull reports together," said Miller. "Information that used to require triple entries—entering data into spreadsheets, transferring the data to the database, then creating information reports

—can now be run right off the system. A consolidated report that may have previously taken three hours, now takes twenty minutes."

With greater efficiency and saved time, Carter's HR personnel can concentrate on strategic and service-oriented assignments. The department can now create vital reports, such as demographics for its retail store locations, that previously were unavailable, or so labor intensive, it made such reporting impossible. Government required reports, such as EEO reports, can now be run from one location—another tremendous time savings.

"As one of our VP's recently said, 'ADP is the biggest because they are the best!' ", concluded Jozefick.

#### **Bottom-Line Results**

- Exceptional support and on-going service: ADP's Professional Services/ AG Consulting worked with Carter's to exceed all its needs.
- Rapid implementation: ADP's HRMS and existing ADP Payroll system were integrated two months under deadline.
- Improved efficiency and focus: ADP's time-saving HRMS solution has freed Carter's HR and payroll personnel to focus on strategic initiatives.
- Established platform for future growth: ADP's HRMS platform has provided Carter's with strategic, scalable solutions for future growth.



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