

ADP shines a light on payroll and HR at Yankee Candle

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Yankee Candle wanted to replace its old-fashioned and inefficient payroll and HR system to meet the needs of its rapidly expanding business. Implementing ADP's payroll solution has revolutionised its HR processes, bringing improved accuracy and control, while leaving the HR team free to concentrate on adding value to the business.

Why ADP?

Following an extensive review of the market, Yankee Candle selected ADP for its managed payroll solution with integrated HR functionality. A Software as a Service (SaaS) system, ADP's payroll solution is securely hosted online and can be accessed by authorised employees from anywhere at any time, giving maximum flexibility and control.

Rachael Merrett, financial controller at Yankee Candle, explains the reasons for the choice: "I was actually aware of ADP from a previous company so knew they had a strong reputation. Having reviewed our own needs, I knew that ADP's integrated managed service would address all our requirements and bring real benefits to Yankee Candle."

Yankee Candle was also impressed by the self-service and e-payslip functionality of the payroll system, which would allow employees to check and edit their personal information online and receive monthly pay statements electronically. Rachael says this was a big differentiator:

"The self-service option was perfect for us as it would not only reduce the administrative burden on HR but also help engage employees through giving them increased control of their personal information. It also offered a valuable solution for remote workers, giving them easy access to their HR details at all times."

The implementation of the ADP payroll solution went without a hitch and the system was in place within the desired timescales, as Rachael explains:

"The implementation process was very straightforward with ADP. Both parties committed sufficient time to the project to ensure the process was as smooth as possible. Regular meetings certainly made a big difference and the project team at ADP was on-hand throughout, ensuring we met deadlines with time to spare."



About Yankee Candle

Founded in 1969 in Massachusetts, Yankee Candle is a leading manufacturer and retailer of scented candles, candleholders, and accessories. Priding itself on quality ingredients and craftsmanship, its products are sold in nearly 50 countries worldwide through its own brand gift shops and catalogues, as well as online.

Located in Bristol, the UK head office and warehouse has managed the international distribution of candles and home fragrance scents since 1998, including stocking the company's seven UK retail outlets.

Yankee Candle currently has 255 employees on its UK payroll, including remote and home workers. The workforce is increasing rapidly due to the company's continued success, with ambitious recruitment plans for the coming year.





Tackling inefficient payroll

For several years, Yankee Candle had been working with two separate manual HR and payroll systems, which were not only labour intensive due to the need to regularly rekey data and duplicate calculations, but also led to a high number of inaccuracies resulting from the inevitable human errors involved.

The company was therefore looking for an integrated and centralised system for employee information, to help modernise its HR and payroll processes and give it increased control of its data.

Yankee Candle also wanted a Human Capital Management (HCM) partner to help it to comply with the Government's ongoing Workplace Pensions Reform, which has introduced an added layer of administration to manage. The company needed a system that would help it adapt to the new rules, while ensuring it is prepared for any future legislative changes.

Finally, as the HR and payroll department must report a large amount of data to the Yankee Candle head office in the USA, the UK team also required a solution that would be compatible with its international systems. It was therefore crucial to find a partner that would provide the data in a format that could be easily read by the teams across the Atlantic.



Renewed control and flexibility

Yankee Candle has seen numerous benefits from the partnership with ADP, not least the renewed control the HR team now has over its data and reduction in payroll errors they've seen as a result.

"Now that we have ADP's payroll solution up and running, we are able to spot any errors straightaway, rather than further down the line," says Rachael. "This access to real-time information has also helped in our reporting to the US, making it much easier for the team there to moderate and monitor our activity."

The new system has also reduced the administrative burden on the HR and payroll teams: "The managed service eradicates the need to manually input employee data – something that was becoming increasingly difficult with our expanding workforce," says Rachael. "Empowering staff to control their own data, including holiday bookings, through self-service is another way in which time has been freed up, meaning that the inhouse team can focus on activities which add value to the overall business goals."

The company has also been impressed with the service they've experienced, as Rachael outlines: "We really see ADP as an extension of the in-house team and this is a huge benefit for us. We know that they are always at the end of the phone to lend advice and support, plus they take care of our HMRC and RTI submissions to ensure we remain compliant."

The relationship between Yankee Candle and ADP is going from strength to strength and they are already planning for the future: "We are looking forward to building our partnership with ADP, perhaps adding other solutions such as their time and labour management solution for our time and attendance needs," Rachael concludes. "Our aim is to further streamline our employees' work-life experience and enhance our view of what is going on in the business. We know ADP can help us do this."

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