



IN THE BUSINESS OF YOUR SUCCESS<sup>SM</sup>



KELOWNA **Flightcraft**

## Business Overview

Kelowna Flightcraft Group of Companies is a national provider of aircraft maintenance and repair and serves as the exclusive air cargo carrier for Purolator Courier, shipping up to 800,000 lbs. of freight nightly. Founded in 1970 in the Okanagan Valley, BC, Kelowna Flightcraft's skilled and experienced staff flies, maintains, modifies, engineers and paints aircraft. Its Allied Wings subsidiary, created in 2005, operates the Canadian Forces' Contracted Flying Training and Support Program in Winnipeg, MB.

## The Client

**Industry:** Aviation

**In business since:** 1970

**Number of employees:** 1,000

**Location:**

Corporate office in Kelowna, BC  
with operations across Canada

**Website:** [www.flightcraft.ca](http://www.flightcraft.ca)

## The challenge

As a national provider of aircraft maintenance and repair as well as air cargo carrier services, Kelowna Flightcraft relies on its highly qualified and experienced pilots, mechanics, engineers and administrative staff to serve its customers and ensure the company's ongoing success.

Over time, as the company grew and expanded its operations, Kelowna Flightcraft's existing payroll system simply wasn't up to the task of managing payroll and information for the company's rising number of employees. Also, operational costs were rising, as an IT staff member was dedicated to performing numerous upgrades and maintaining the existing system.

"Before we operated two payrolls, with six different business numbers, and administered all our own benefits, which made our payroll administration quite complex," said Marilyn Underwood, Payroll Manager, Kelowna Flightcraft. "We have pilots who are paid semi-monthly based on a daily rate, averaged quarterly. Then there are employees who are paid bi-weekly based on hours punched in our time clock. Finally, we have staff paid semi-monthly. In our industry, we are federally based and in order to comply with legislation and the collective bargaining agreement, there are a lot of rules and requirements regarding how our employees are paid."

To improve reporting and reduce data entry, the company also wanted to integrate HR and benefits information into the new system, including emergency contact, performance review and salary band information.

# Case Study



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Kelowna Flightcraft needed a solution that could meet a myriad of payroll and HR administration needs including complex payroll requirements and low-cost benefits administration. The company also wanted an easy-to-use system that would automatically update federal and provincial legislative requirements, and hosted offsite to reduce IT burden.

## The solution

Kelowna Flightcraft selected Premier Performance Pack from ADP, an integrated, Software as a Service (SaaS) HR and payroll solution. Kelowna Flightcraft decided that ADP offered the most cost-effective solution that could also handle the complexities that are a necessary part of their business.

Kelowna Flightcraft chose ADP for its best practices in project implementation and legislative compliance. Operating in nine provinces, the company wanted to ensure that the provider they selected would take some of the administrative pressure off the payroll team by automatically and consistently complying with all employment standards and other requirements.

Now, when legislative changes are made, Kelowna Flightcraft is assured that ADP will automatically update the necessary forms.

## The outcome

Implementing Premier Performance Pack has allowed Ms. Underwood to hand off much of the day-to-day pay administration to her team and spend more time on other critical issues, including payroll audits and analyzing and processing Workers Compensation claims.

“One of the key reasons we selected Premier Performance Pack was that it enabled us to continue self-administering all of our employees’ benefits while keeping costs low,” said Grant Stevens, Kelowna Flightcraft’s Director, Human Resources. “For example, it allows us to easily identify rates and premiums as well as track what we’re spending per employee against their expense ratio.”

Whenever troubleshooting is required, Kelowna Flightcraft has full confidence in ADP’s ability to identify and resolve the issue quickly.

“Our experience has shown us that customer service is an area where ADP shines,” said Ms. Underwood.

Kelowna Flightcraft continues to work with ADP to find solutions that meet its changing business needs. The company deployed ezLaborManager, an online time and attendance solution from ADP, at its base near Winnipeg and head office locations to manage the complex scheduling requirements

of its operations staff who charge back, to their clients, the time they spend taking apart and rebuilding airplanes.

“The software was very intuitive,” noted Mr. Stevens. “Our employees were up and running in no time flat.”

“Utilizing ADP’s services, we moved from eight to four staff, while improving accuracy and reliability for our employees and reducing workload for our staff,” said Mr. Stevens. “The bottom line for us is having a system that is extremely reliable and does everything we need it to do, such as improving our reporting capabilities, and reducing our overall costs for payroll, HR and time and attendance administration. Working with ADP is a true partnership.”

Contact ADP today at 1.866.228.9675 or visit [adp.ca](http://adp.ca).

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