



FRAME BY FRAME:

How i3 International transformed its multi-country payroll with ADP®

Quick facts

Company:

i3 International

Headquarters:

Atlanta, Georgia and
Toronto, Ontario

Industry:

Software development

Employees:

90

ADP Products:

ADP Workforce Now®
US and Canada HR and Payroll



Grace Baba

VP of People & Operations



David Pan

Controller



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i3 International is a leading provider of advanced video security solutions tailored for retail and B2B business. Headquartered in both Atlanta, Georgia, and Toronto, Ontario, along with employees spread across six states, i3 leverages its patented AI technology to deliver actionable insights that enhance security, foot traffic management and operational efficiency for clients worldwide.

Grace Baba, the VP of People & Operations, and David Pan, the Controller, are at the helm of i3's operational strategy. Together, they navigate the complexities of managing a diverse, cross-border workforce while ensuring compliance and operational effectiveness. Their leadership is crucial in overcoming the challenges i3 faces in a competitive landscape.

Business challenges

- Difficulty managing a complex payroll process across two countries, leading to inefficiencies and fragmented data
- Limited support for essential services like 401(k) plans and workers' compensation
- Lack of reliable customer service and support, making it difficult to address urgent payroll and HR needs

Thanks to ADP Workforce Now's unified U.S. and Canadian HR and Payroll capabilities, i3 International enjoys a comprehensive solution for HR, payroll, time and attendance, recruitment, and performance management and has gained a holistic and accurate view of its workforce on both sides of the border.

Navigating cross-border payroll challenges

Processing payroll for employees in the U.S. and Canada was a challenge. Initially, i3 sought out Rippling for its multi-country payroll capabilities, "We had been searching for an HRIS payroll platform that could handle multiple countries for some time," shares Grace. "Initially, Rippling seemed to meet our requirements, but we soon discovered that they could not support workers compensation administration and 401k administration for our U.S.-based employees." After just six months, i3 left Rippling in favor of ADP Workforce Now.

An implementation that was a breath of fresh air

Grace recalls the implementation experience with Rippling, "We were assigned two different implementation managers, one for each country, who began their work at different times. This meant we had to repeat the same processes, leading to a lot of

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VP of People & Operations
i3 International

duplicate work.” In stark contrast, ADP provided a team of implementation specialists who managed the process seamlessly. The ADP difference was a breath of fresh air for Grace. “The difference between ADP Workforce Now’s implementation and Rippling’s was completely opposite. ADP provided a project manager who acted as a single point of contact, making communication much more efficient.”

A unified platform for complex needs

With ADP, i3 International now enjoys the benefits of a unified platform that fully supports its complex payroll needs. Grace emphasizes the advantages this streamlined system provides: “David, our Controller, appreciates being able to easily access information for both sides of the border. He has confidence in the data, knowing that everything is cohesive.”

David also appreciates ADP Workforce Now’s USA and Canada HR and payroll efficient processes, adding, “In the past, we used multiple platforms and were making constant inquiries with customer service. Now, I don’t have to deal with that back-and-forth communication anymore. With just a few clicks, I can easily access the information I need.”

Furthermore, through ADP’s offering, the company has consolidated vendors, including those who provided training, 401(k) and workers’ compensation. Grace notes, “This consolidation has simplified our operations. Now, we simply need to upload the necessary information into the system. It’s as straightforward as assigning the onboarding experience to the new hire, and everything gets done.”

Tax compliance on both sides of the border

For David, ADP’s presence in both the U.S. and Canada instills confidence and trust when it comes to navigating complex and ever-changing tax compliance in two different countries. David adds, “Economic conditions can fluctuate, no matter where you operate, but I have confidence in ADP Workforce Now’s ability to support both our U.S. and Canadian payrolls.”

Anytime, anywhere mobile access for employees

With ADP Workforce Now, seamless mobile access empowers employees to stay organized and connected, no matter where they find themselves. According to Grace, the impact with employee mobile access has been transformative. She says, “I love that our staff can log into ADP from anywhere in the world. Whether they’re traveling or just at home, they can access what they need—pay statements, agreements and even performance management—effortlessly.”



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Streamlined reporting and data

Before implementing ADP Workforce Now, processing reports was a very manual task for Grace and her team. She shares, “We had to merge and download data from various sources, which was quite cumbersome. This was especially challenging when handling multiple payrolls. We had to generate a register and ensure it was in Excel format. Then, we would perform VLOOKUPS to verify that all the data was accurate and properly matched.” Merging information from different platforms to create a single report was a significant headache and very time-consuming.

Now, with everything consolidated into one database, generating reports is much easier. Grace and her team efficiently create various reports based on HR data, including time and attendance and payroll information. Their new streamlined processes have significantly enhanced overall productivity, allowing them to focus more on strategic initiatives rather than tedious manual tasks.

Exceptional customer support

One of the standout features of ADP that i3 International deeply values is exceptional customer service. David says, “With ADP’s staff and offices on both sides of the border, we make a phone call, and we get the answer right away. Working with Rippling proved to be challenging when it came to reaching real people—sometimes, it would take

a day or two for them to return our call. And when they did respond, I found their knowledge of Canadian payroll processes and legislation was limited.”

Grace agrees that ADP’s level of multi-country payroll support makes all the difference in i3’s day-to-day operations. She adds, “I feel confident we are well supported by ADP. They truly understand our needs and have made the entire process manageable and efficient.”

It’s clear they’re excited to explore and roll out more ADP Workforce Now modules in the future, solidifying its commitment to effective and streamlined cross-border HR and payroll processes.