



Bilingual support and local expertise revives a nonprofit's mission



Marianne Palumbo
Payroll Manager

Quick facts



Company: The Kidney Foundation of Canada



Headquarters: Montreal, Quebec



Industry: Nonprofit



Employees: 162



ADP products: ADP Workforce Now®

The Kidney Foundation of Canada, rooted in the heart of Quebec, is a nonprofit dedicated to providing support to individuals affected by kidney disease. With vital work to be done, it relies on solid business processes to ensure operations run smoothly. No one knows this more than Payroll and Benefits Manager Marianne Palumbo, who faced unique challenges related to regional compliance, a bilingual workforce and multiple manual workflows.

Business challenges

- Manual, paper-based processes were time-consuming and labor-intensive
- Reporting was limited and unreliable for strategic business decisions
- Multi-province compliance and a bilingual workforce presented unique challenges that required localized knowledge and support in the French and English languages

From implementation, through to ongoing account management, Marianne and The Kidney Foundation of Canada were confident that every team member, no matter their workplace location, would receive excellent support in their preferred language, thanks to ADP's bilingual Associates and the bilingual capabilities of ADP Workforce Now®.

Local expertise and bilingual support

The Kidney Foundation of Canada's journey with ADP began in 2015. "We wanted to streamline our payroll and HR, and with the help of your dedicated implementation support, we experienced a seamless transition. It was wonderful," says Marianne.

That support went further than just implementation. With offices across Canada, including Quebec, Marianne found ADP's local Quebec presence and their Service Centre's bilingual capabilities to be key differentiators. She shares:

"Payroll management in Quebec is unique. It's subject to specific regulations that are not always aligned with those in the rest of Canada. The fact there is a local ADP support team for Quebec has proved invaluable to us. ADP understands Quebec's specific regulations and helps us navigate the Quebec's tax and payroll landscape to ensure compliance with these regulations."

Furthermore, The Kidney Foundation of Canada's French-speaking population can communicate in their preferred language, a feature that is not only inclusive but also allows for processes to flow more smoothly.



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"I think our Quebec employees appreciate the fact they can consult their ADP payroll account in French or English. For practitioners, it's great to be able to communicate in the language in which they feel most comfortable. This allows the practitioner and the ADP customer service agent to address questions quickly and accurately. I think it's important, especially for Quebec organizations, that ADP offers customer service in both official languages."

Transforming time and attendance processes

Before ADP, time and attendance at The Kidney Foundation of Canada was completely manual and paper-based, requiring multiple steps and a lot of time, before the data could be uploaded in the payroll system.

ADP's time and attendance and holiday modules helped revolutionize how Marianne and her team manage their multi-province workforce, especially when adhering to regional compliance policies across the country.

"Transitioning from manual timesheets and holiday calculations to ADP's automated systems has saved us countless hours," says Marianne. "And the fact that at the click of button, ADP can calculate the British Columbia holiday hours and integrate the hours worked for us is incredibly helpful."

Employees also appreciate the visibility the time and attendance module provides. According to Marianne, "Employees love that they schedule their time off and see how much time they have accumulated. It's tremendously helpful for planning from a company and an employee perspective."

Reliable reporting with flexible features

Prior to ADP, Marianne summarized her reporting capabilities in one word: "limited." But now, with ADP's flexible reporting capabilities, she finds she has access to valuable data and can easily manage and adjust payroll as needed.

"The ability to preview payroll adjustments and access comprehensive reports has made our payroll process more flexible and informed than ever before," says Marianne.

Streamlined processes lead to time-savings

The Kidney Foundation of Canada is a busy nonprofit, so every minute of the day is time they would prefer to dedicate towards promoting kidney health. Therefore any amount of time saved on administrative tasks is more than welcome. With ADP, Marianne has found employees and managers have been given time back and can focus on their core functions.

"We used to spend half a day coding for payroll - now it's simply imported. When it comes to time off requests, employees submit their requests, and managers can approve them with the click of a button. All of our teams are saving time which helps us all focus on the things that matter most to our organization, The Kidney Foundation of Canada and the countless families we support."

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—Marianne Palumbo,
Payroll Manager,
The Kidney Foundation of Canada



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