



COMPLIANCE CONFIDENCE ON BOTH SIDES OF THE BORDER

Quick facts

Company:

CI Global Asset Management

Headquarters:

Toronto, Ontario

Industry:

Finance

Employees:

3,000

ADP Products:

ADP SmartCompliance®



Gabriela Costiuc,
Payroll Manager

With a team of over 3,000 investment professionals, CI Global Asset Management is one of Canada's largest investment management companies. At the helm of payroll operations is Gabriela Costiuc, whose strategic insights and hands-on approach have been integral to streamlining compliance processes, particularly as CI Global Asset Management expands its footprint across Canada and the United States.

Business challenges

- Reliance on separate payroll solutions for Canada and the U.S. created inefficiencies in cross-border compliance
- Manual remittances and reporting led to inaccuracies and increased compliance risk
- Existing systems hindered the generation of timely and comprehensive reports, making data access difficult

With the help of ADP SmartCompliance, CI Global Asset Management unified its payroll processes across Canada and the U.S., reducing manual errors and enhancing compliance accuracy. CI Global Asset Management has integrated all its functions into a single platform, allowing for the generation of timely reports and enhancing data access and decision-making capabilities. This integration has simplified compliance management and bolstered confidence in meeting regulatory requirements across different countries.

The challenges of cross-border compliance

CI Global Asset Management faced significant challenges in managing payroll compliance as it expanded across both Canada and the United States. As the company grew from 300 to 1,600 employees — payroll manager Gabriela recognized the pressing need for a more efficient payroll solution to handle compliance needs on both sides of the border.

Prior to adopting ADP SmartCompliance, CI Global relied on separate payroll solutions for each country. This division created complications and inefficiencies in managing compliance. Gabriela recalls, "We were running various reports and maintaining compliance was cumbersome. We wanted a single platform that met all of our requirements."

So in 2022, CI Global made the strategic decision to implement ADP's SmartCompliance integration with their ERP vendor, WorkDay, helping them transition from fragmented systems to a unified, automated payroll compliance approach.



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"T4 processing in Canada that used to take four days, now takes just 30 minutes."

- Gabriela Costiuc,
Payroll Manager
CI Global Asset Management

Enhanced automation and reporting

The introduction of ADP SmartCompliance fundamentally changed how CI Global managed payroll processes. Gabriela emphasizes the ease and accuracy with which remittances are now processed: "I like the remittances. It's so easy, and they are so accurate. Because everything is integrated, the data is pulled into ADP submitted to Canada automatically." This automation alleviates the manual pressure CI Global experienced in their previous systems.

Moreover, the automation provided by ADP allows for quick access to data, resulting in more accurate insights compared to the fragmented reports of the past. Gabriela appreciates the accuracy and timeliness of the reports, noting, "A lot of people come to us for reports and we are able to pull them so much faster and more accurately than ever before."

Reliability and peace of mind

ADP SmartCompliance has proven to be an invaluable resource for CI Global when it comes to reliability and peace of mind with compliance management. The platform's ability to provide direct notifications ensures that Gabriela remains informed and up-to-date with crucial compliance-related events. She shares, "I appreciate the direct notification system, particularly for when direct deposits are rejected or when reports are completed."

Money movement with ADP is seamlessly managed, giving Gabriela the assurance that funds are being distributed accurately and on time. "Once I create the settlement, I don't worry about it. I know that people are receiving money when they are supposed to—it's fantastic!"

In addition to these features, Gabriela has found that ADP creates significant time savings for year-end functions like T4 processing in Canada. A process that previously took around four days to complete has now been reduced to a half hour!

Top-notch customer service

Perhaps one of the most valuable aspects of working with ADP SmartCompliance is CI Global's dedicated ADP service team. "Peta, our Client Account Manager, always goes above and beyond," says Gabriela. "I remember two or three times there were errors. I was called right away and we worked together to fix them. I know I can rely on her and that she will be there to help."

Transformative payroll compliance

By implementing ADP SmartCompliance, CI Global Asset Management has successfully transformed its payroll compliance in Canada and the U.S. "Everything is great, easily accessible and very helpful! We are so happy with ADP."

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