



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



## Business Overview

Signature Aluminum Canada, Inc. has over 50 years of experience as a niche supplier of aluminum products and services in North America. Signature Aluminum offers industry leading capabilities customized to fit a customer’s supply chain needs and supports the entire product cycle, from design to post-production. Signature Aluminum aims to provide high-quality products and services to their customers, and to accomplish this, they place focus on a customer-oriented team, dedicated to continuous improvement in all areas.

## The Client

**Organization name:** Signature Aluminium Canada, Inc.

**Industry:** Manufacturing

**In business since:** 1985 (formerly Alcan)

**Total Workforce:** 115 unionized employees, 42 staff employees

**Location:** Pickering, ON

**Website:** [www.signaturealum.com](http://www.signaturealum.com)

## The Challenge

Signature Aluminum Canada, like many mid-sized companies, was using a combination of paper and electronic tools to manage its human resources, performance, payroll, and recruitment. The HR department was operating with an outdated, manual system making it challenging for the HR department to sort through old employee files and numerous resumes.

The new Human Resources Manager, Caitlin Inwards, realized the process could potentially expose sensitive employee records to accidental loss and unauthorized access. The company tried new coding systems to organize and sort the records, but the amount of time spent inefficiently entering information into multiple systems, along with the increased risk of data entry errors, soon drove Inwards to find a more effective system.

Additionally, Inwards found it challenging to manage her busy travel schedule with frequent requests from supervisors for performance management and employee information. Making the bottle-neck in HR even worse was a time-consuming recruitment process that often required her to manually sort through up to 800 paper resumes for a single entry-level position and keep them on file for future reference.

“At Signature Aluminum we place a focus on having a customer-oriented team that fosters employee growth, security, and self-esteem,” said Inwards. “Our employees drive our company’s success and are the backbone of our

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“Using Workforce Now allows our employees to see our HR as an engaged department instead of an area of the company that is bogged down by administrative tasks.”

*Caitlin Inwards, Human Resources Manager,  
Signature Aluminum Canada, Inc.*

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# Case Study





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organization. We realized we needed to find a solution that would allow us to spend more time focusing on our people and growing the company, and less time manually filing and processing paperwork."

## The Solution

Encouraged by the experience of its US-based sister company, Signature Aluminum Canada decided to implement the ADP® Workforce Now® solution.

ADP Workforce Now is a cloud-based, human capital management (HCM) system for mid and large-sized companies. Workforce Now allows companies, like Signature Aluminum, secure access to HR, recruitment, performance management, and payroll information, all on a single, unified platform.

Signature Aluminum also uses the Workforce Now Document Cloud component to manage its employment-related documents, including resumes and performance reviews. Document Cloud is a cloud-based system that allows organizations to securely store and access employee digital documents.

Workforce Now enables Inwards to produce performance reports almost immediately without having to manually enter data into a series of spreadsheets. She can also produce performance

reviews quicker and effectively generate reports for supervisors with full confidence knowing the data is securely stored and up-to-date.

"Using Workforce Now with Document Cloud allows me to delegate and customize folder access to the various supervisors so they see only what is relevant and useful for them," said Inwards. "Document Cloud allows me the ability to quickly search for an employee file instead of having to sort through 30 years' worth of paper files – this helps me do my job faster and more efficiently."

## The Outcome

Previously, HR, payroll, administration, and the supervisors were spending, on average, 50 hours per month, managing payroll and HR, and it had become a time-consuming process. Now, with the implementation of Workforce Now with Document Cloud, Signature Aluminum has cut down time spent by approximately 75 per cent. Managing payroll and HR now takes, on average, 12.5 hours per month. Additionally, Inwards is now able to devote more time communicating with employees about their everyday progress and growth, doing strategic HR planning, and recruiting new talent to continue growing the organization.

Previously, Signature Aluminum's supervisors relied on Inwards to provide them with employee performance updates as they requested it. With Workforce Now, supervisors can easily and quickly log into the system, review, and pull performance management reports in minutes, even if Inwards is out of the office. This effectively relieves the pressure on HR and allows the supervisors to do their jobs faster and more efficiently.

"Using Workforce Now allows our employees to see our HR as an engaged department instead of an area of the company that is bogged down by administrative tasks," said Inwards.

Inwards has also automated the recruitment function with the Workforce Now Recruitment Feature that allows her to create job postings, search for qualified candidates, and track applicants' statuses. As a result, Inwards no longer needs to wade through hundreds of paper-based job applications and resumes. Using Workforce Now creates a better experience for applicants and helps Inwards narrow down the number of applicants to consider.

"With the help of ADP's Workforce Now recruitment module, I can easily identify top candidates in a fraction of the time, ensuring we are spending our time interviewing top talent that will contribute to the growth of the company," said Inwards.

### *Business benefits*

- Saved almost 40 hours per month of HR, payroll, administration, and supervisor's time.
- Eliminated manual processing and data entry in the HR department.
- Enabled HR to focus on employee communication, strategy, and recruiting.
- Replaced paper employee documents with electronic files stored in secure, accessible cloud-based system.

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