



IN THE BUSINESS OF YOUR SUCCESSSM



Business Overview

SPIROL Industries is the Canadian division of SPIROL International, a leading manufacturer of engineered fasteners, shims, pin and insert installation machines, and parts-feeding equipment. The location in Windsor, ON, is one of SPIROL's 12 locations worldwide that produce approximately two-billion metal components each year for a diverse client base.

The Client

- Organization name:** SPIROL Industries
- Number of employees:** 60 Canadian employees & 500 staff worldwide
- Industry:** Manufacturing
- In business since:** 1945
- Location:** Windsor, Ontario
- Website:** www.spirolcanada.com

The Challenge

"In Canada, we experienced a tremendous amount of growth in a fairly short period of time. We tripled our output (of tubular products) and doubled the number of employees," says Faith Laframboise, North American Manager of Human Resources, who oversees HR for six North American offices, including Windsor, Ontario. The Canadian division's 60-person workforce specializes in the manufacture of SPIROL's tubular product line. SPIROL's products are used in an extremely wide array of applications - everything from bomb defusing robots to mousetraps.

"Tripling production and doubling the number of employees in a short timeframe was a pretty dramatic rate of growth. To handle that increase in output and the number of staff we hired, we had to implement systems, and streamline our HR and payroll functions so we wouldn't have to add additional HR or administrative resources," Laframboise explains.

An ADP client since the 1990s, SPIROL was looking for increased financial, HR and reporting integration to facilitate real-time decision-making. In addition, SPIROL wanted to reduce time that HR staff spent pulling pay stubs, processing holiday requests and retrieving employee files by offering more self-service solutions for supervisors and employees.

"I don't know how you put a price on the time we spend on things like tracking down pay stubs or checking available holiday time. Over time they end up taking far longer than you would like. ADP Workforce NowSM has freed up significant time and resources for our staff to focus on bigger and better things," says *Faith Laframboise, SPIROL North American Manager of Human Resources.*

Case Study





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“When you’re processing payroll, you need to get answers quickly so you can make sure people are paid on time. If you are not working with a company who is responsive, it can be incredibly taxing. You’re talking about peoples’ paycheques and livelihoods so you need to get it right. We want to work with a company that understands the magnitude of that commitment, and ADP does.”

Faith Laframboise, SPIROL North American Manager of Human Resources.

The Solution

ADP Workforce Now assembled all the right components for SPIROL to boost efficiency with self-service modules, tight integration and detailed reporting. As a cloud-based solution, ADP Workforce Now lets SPIROL proactively manage its growing workforce from multiple locations on a variety of devices.

Since time clock functionality is synched in real-time with payroll and reporting systems, supervisors can see which employees are on time, how much time they have logged and who could use extra hours when shifts come up so they can reduce overtime, instead of waiting until month-end to pull reports from their financial system as they had done in the past.

“In some ways we were flying blind before because we didn’t have real-time access to time and attendance information. Overtime is a huge cost that adds up very quickly, particularly when you are managing more than 50 employees across multiple shifts. Supervisors would make calls out on the floor, not necessarily having the data to see the bigger picture,” says Laframboise. “Being able to make sure that everyone is aware of where we are spending our manpower dollars is really important when it comes to manufacturing in today’s environment.”

Additionally, supervisors can now monitor staff attendance in real-time. “If someone doesn’t show up for a shift, it could mean a machine isn’t running which is a real issue for productivity. If there’s a chronic attendance issue, we can now address it in a more timely fashion.”

The online tools mean staff can access the information they need, when and where they need it. “In the past, there was a real reliance on HR staff to get the employee or supervisor the information they needed,” recalls Laframboise. “Now they can log in from anywhere and get the data they need in a secure portal without having to wait for help from HR.”

In addition to using ADP Workforce Now in Canada, the US operations are supported by the same platform providing Laframboise with consistent reporting across North America.

“When you are talking about auditing or data mining or reporting, we know there is continuity and consistency so we can be confident we are comparing apples to apples, which is critical for report accuracy.”

Having the solution hosted by ADP means stability and reliability since the IT resources and security are handled by ADP. “I can get all those things off my plate, and that’s fabulous. I don’t have to worry about the technology, which is also a big benefit,” says Laframboise, noting hosted solutions reduce IT labour requirements and the cost associated with software maintenance.

The Outcome

Despite doubling the number of employees in Canada, SPIROL’s existing part-time HR and payroll resource is able to continue to support the larger team in Canada by using ADP Workforce Now’s unified payroll, time and attendance and performance modules.

“It has saved us having to hire additional manpower that we would have needed if we had not made the transition to ADP Workforce Now,” says Laframboise. “This solution has had a fairly dramatic, positive impact on the company. I feel confident we have outfitted our staff with the best information from an HR perspective.

“Whether it’s tracking time and attendance or vacation time, absenteeism, and performance management, we were handling this all separately and manually, in a paper-based form before. Automating and unifying everything has been a decisive factor in our not having to hire additional manpower for HR and payroll.”

The unified, user-friendly system boosts efficiency through increased automation.



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“Having everything on one unified platform, we can manage quite easily with our existing resources despite that exponential growth is a really amazing factor for us,” she says, adding “I don’t know how you put a price on the time we spend on things like tracking down pay stubs or checking available holiday time. Over time they end up taking far longer than you would like. ADP Workforce Now has freed up significant time and resources for our staff to focus on bigger and better things.”

“I have not been disappointed with the functionality that is built in (to ADP Workforce Now). It is a very user-friendly, intuitive program,” says Laframboise, noting not all employees have extensive computer experience, so they require a system that is easy to use. “It was very well received and considering the dramatic change the new system presented for us, that was very refreshing. For the most part, everyone was able to jump right in and access what they wanted. It is very streamlined and easy to use.”

“The employees really like that they can check on things themselves from home. If they are trying to plan a vacation with their spouse, they can log in, see how much vacation time they have and submit a holiday request any time. That has an impact on productivity because they are not taking time away from their work to track down HR or payroll information. This time adds up over time.”

Laframboise has her eye on expanding their use of ADP Workforce Now. “We are looking forward to using the extras we learned about during implementation to take us to the next level. It is such a feature-rich solution.”

Having used ADP Workforce Now in the US, Laframboise was confident in ADP client service and support. “When you’re processing payroll, you need to get answers quickly so you can make sure people are paid on time. If you are not working with a company who is responsive, it can be incredibly taxing. You’re talking about peoples’ paycheques and livelihoods so you need to get it right. We want to work with a company that understands the magnitude of that commitment, and ADP does.”

Business benefits to SPIROL INDUSTRIES

- SPIROL’s rapidly growing workforce can be supported by one part-time resource.
- Employee self-service reduces demand on HR administrators for vacation time updates, pay stub copies, and overtime logs.
- Consistent and transparent performance management ensures reviews are done on time and data is captured the same way in all locations, improving report quality.
- Access to accurate up-to-date time clock information means overtime costs can be managed proactively, and integration into payroll and reporting reduces manual data entry errors.

“I feel ADP Workforce Now has had a fairly dramatic, positive impact on the company. I am confident we have outfitted our staff with the best information from an HR perspective,” says *Faith Laframboise, SPIROL North American Manager of Human Resources.*

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