

## ADP offers its clients unique added value with QlikView Reporting and Analysis

“ Offering QlikView as a reporting and analysis tool for our personnel information management systems results in high customer satisfaction and distinctiveness from our competitors. ”

*Hein Brockhoff, CEO , ADP Nederland BV*

ADP Netherlands BV is part of international market leader ADP Inc. and offers the widest range of HR, payroll, tax and benefits administration solutions from a single source to approximately 1.2 million employees in over 6,000 companies every month.

ADP supports companies with solutions and advice on efficient payroll, benefits and personnel administration. The administration provides customers with

ing knowledge and insight from the available information in a fast, easy and comprehensive manner. Furthermore, Human Resources (HR) departments are becoming more accountable, now having to provide information directly to the board of directors. This means that HR departments have to have their business processes clearly mapped out.

After all, these departments want to enable their line managers to lead their teams effectively. To achieve this they are supported by workflow applications which help automate key processes, for example sick leave and vacation. But line managers also require feedback, such as an overview of employees who have a high number of sick days.”

To meet the demand for information, until 2006, ADP generated static lists based on Cognos Impromptu and Clarion Report Writer. Robert Verbaan: “The reports we generated were static and consisted only of numbers. We provided a small number of standard reports, and for every specific report we needed, we had to customize the dimensions. In short, we needed a Business Intelligence solution that enabled our clients to easily create reports and analyze their own data.”

Consequently, ADP Netherlands composed a Package of Requirements. “Our most important criterion was that the solution had to be very dynamic.

a multitude of business-critical information, which ADP organizes to provide end users with a clear overview. “There is a great need for relevant information about Human Resources at our customer sites,” says Robert Verbaan, ADP Marketing. “All companies using an ADP solution for payroll, benefits and personnel administration are well aware of the importance of extract-



### Solution Overview

#### ADP Netherlands BV

ADP supports companies with solutions and advice on efficient payroll, benefits and personnel administration. ADP provides approximately 1.2 million employees in The Netherlands with their pay slip advice.

#### Industry

Services

#### Function

Marketing, Service & Support, Sales, Web

#### Geography

The Netherlands

#### Challenges

- Improving the reporting & analysis features of different ADP solutions for personnel information management

#### Solution

With QlikView, ADP offers their customers a dynamic and flexible solution for reporting and analysis of payroll, benefits and personnel administration information. With QlikView Server and QlikView Publisher over 2,500 ADP clients have the option to quickly and easily report and analyze personnel information.

#### Benefits

- Higher customer loyalty to ADP.
- Increased customer satisfaction.
- Additional Unique Selling Points for ADP personnel information management systems
- Improved win/loss ratios in ADP's sales processes.

#### Data Source Systems

Application:	HR systems Perman I, Perman II, Pion, ADP Perman and ADP Workforce
Data warehouse:	Oracle, MS SQL Server, Interbase, XML and ASCII
Hardware:	Dependant on system size and type of client



Each client has different reporting and analysis needs. Cognos and Business Objects were quickly excluded as their OLAP cubes are too static. We ran into QlikView by accident. Their first demonstration immediately convinced us that QlikView could provide us with the dynamic solution we were looking for.”

In early 2006 ADP started building the QlikView applications on their varying Human Resources solutions. “ADP provides solutions for large and small companies based on both Windows and via the Internet (SaaS). We first implemented QlikView on Pion, a solution used by governmental organisations.”

Like all ADP’s personnel information systems, Pion was developed in-house. “Although QlikView is different from other Business Intelligence solutions, in that no data warehouse is required, we decided to build a data warehouse on Pion’s data source. This also enables our customers to add data sources if required.”

After laying the groundwork, approximately 150 reports were created

for Pion using QlikView. Additionally, a dashboard was developed containing important KPIs, such as turnover of staff, volume variance, sick leave percentages, birthdays and anniversaries. This dashboard is the starting point of all reporting & analysis tools in ADP. After the deployment of the QlikView reporting and analysis module for Pion, ADP immediately moved on to the implementation of QlikView into ADP’s other systems for Human Resources. Today, over 2,500 ADP customers use the QlikView Reporting and Analysis features.

“The combination of default reports with the dashboard, as well as the fact that both the Human Resources manager and line managers can easily extract data and perform detailed analysis makes us stand out from our competitors,” says Robert Verbaan. “Not only can our customers access information quickly, they can also instantly see any causal connections, and can quickly and easily test hypotheses.

We are dealing with essential business issues, including the reconciliation of absenteeism with age, or outflow with

certain departments, job titles and age. This way we can directly rely on Human Resources processes, thus providing a direct contribution to the corporate results. The extension of our Human Resources solution with QlikView Reporting & Analysis offers our clients added functionality for a relatively small investment. The Business Intelligence features make us unique and sets us apart from our competitors.”

Over 2500 of ADP’s clients use the QlikView Reporting and Analysis module. “We expect this to increase dramatically in the future, mostly because we will also incorporate QlikView Reporting & Analysis into our web applications.” With the web solution ADP Netherlands offers a complete “hosted” solution for payroll, benefits and personnel administration, including an extended reporting and analysis module. “This makes us a leader in the market,” according to Robert Verbaan. “Offering this additional feature results in higher customer satisfaction and sets us apart from our competition. With QlikView we offer our customers true added value.”

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