



CASE STUDY: ADECCO EMPLOYS EDIFY SELF SERVICE FOR PAYROLL INQUIRY

BACKGROUND:

Adecco SA

Adecco SA is the world's largest personnel service corporation, providing business solutions for companies at the local, regional, and global levels. Adecco was formed in September 1996 by the merger of Adia SA of Switzerland and the French company, Ecco SA. Swiss-based Adecco now has over 2,800 offices in 46 countries worldwide—the most extensive global network in the industry. Adecco has 10,000 full-time employees, and employs approximately 1,500,000 temporary associates each year.

CHALLENGE:

Meet growing needs on a standard platform

Because of the nature of temporary employment, Adecco's 80,000 U. S. temporary employees work different hours for different employers at different pay rates each week; their paychecks are not consistent from week to week, so they needed an efficient way to check the amounts on their direct deposited paychecks. "Our HR staff could not spend the time to personally answer every inquiry," says Larry Pytlik, Network Services Manager.

SOLUTION:

Powerful NT-based scalability

Adecco had already implemented Edify's Electronic Workforce solution to allow employees to check their records over the phone, but wanted to move to the Windows NT®

platform so that the system could keep up with the volume as more employees are added. "Adecco has a significant interest and investment in providing a high level of customer service to our temporary employees, to ensure they remain satisfied and continue to use Adecco for employment placement," says Pytlik.

Adecco chose Edify's Electronic Workforce Release 5 on Windows NT because of its new scalability, reliability, openness and manageability, as well as its enhanced development environment.

"With Edify's help, our implementation went very smoothly. Our employees love the 24-hour access to their payroll and leave information."

*-Larry Pytlik,
Network Services Manager*

IMPLEMENTATION:

Smooth transition, positive response

Adecco implemented the Electronic Workforce with 24 phone lines handling over 2,500 calls per day. The 80,000 U. S. temporary employees can call an 800 number from anywhere in the United States to connect to the interactive voice response (IVR) system. They can get information on their last paycheck and direct deposit, and can check pay information for past months. They can also get information on withholding, as well as vacation and sick leave balances. With Electronic Workforce Release 5, the system was converted to run on the Windows NT platform. A large percentage of calls are offloaded automatically, freeing up the payroll staff to handle other duties. And employees can access the system 24 hours a day, which is especially important to those employees working on swing and night shifts.





BENEFITS:

Better service increases employee loyalty

“With Edify’s help, our implementation went very smoothly. Our employees love the 24-hour access to their payroll and leave information,” says Pytlik. “When they are happy with our service, they’re more likely to stay with Adecco for employment placement, and that loyalty has a direct impact on our ability to provide a high quality of service to the companies that come to us for temporary employees.”

Technical Summary

Server: HP NetServer LS, Pentium Pro 200
Telephony: Three NMS AG8 telephony boards with analog interface
ACD: NEC NEACS 2400
Database: Oracle
HRMS: Internal application

Applications Summary

Payroll Inquiry
Vacation and Sick Leave Status

Media

Telephone (IVR)



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