

A First Data Client Success Story:

MONEY NETWORK® BECOMES A GAME CHANGER FOR ADECCO STAFFING AND ITS 100,000 EMPLOYEES

Adecco Staffing, a subsidiary of the largest temporary staffing firm in the world, prides itself on building positive experiences for its employees and the clients who hire them—including global giants like Google.

In the U.S. alone, Adecco often pays 100,000 people weekly and needs to make sure wage distribution is done correctly and efficiently for 500 branches across the country. Not an easy feat for Dawn Ehrhart, head of shared services for Adecco USA General Staffing.

Dawn's first mission when she started the job a few years back was to go into the field and ask managers, "What do we do well, and what can we do differently?" Resoundingly, the number one problem was the company's payroll card program. The existing vendor was mail-based, offered no instant issue solution, and took too long to mail cards to temporary workers. Many paper checks still had to go out, which created enormous costs, inconveniences and lost mail.

Dawn immediately began searching for options, and Money Network stood out in the crowd—for a number of good reasons.

Client

Adecco Staffing USA

Challenge

Transform the company's electronic payroll delivery with a service that could handle a huge payroll system, implement Adecco quickly, and save time and money while making employees and clients happy.

Solution

Money Network® Electronic Payroll Delivery Service

Results

Adecco has created a nearly paperless wage payment process and now pays 25% of its employees with the Money Network Service, saving money, reducing call volume by hundreds of thousands and increasing efficiencies.

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The Challenge

Adecco Staffing USA, a subsidiary of the world's largest temporary staffing company, needed a payroll transformation. Their existing payrollcard vendor had not lived up to expectations with its mail-based system, did not offer an instant issue solution and occasionally lost mail. Satisfaction was low, but the Adecco team prides itself on achieving the highest standards in the staffing industry so a change was crucial—immediately.

Adecco Staffing pays 100,000 temporary workers in any given week and needed to transition to a new payroll card solution just before the company's busiest time of year—October through December—when tens of thousands of new employees are hired. The stakes were high and the complexities obvious. Adecco needed to pull off what seemed impossible – find a provider that could transform its current payroll card program, handle an enormous business network, and scale across 500 U.S. branches - and do it all seamlessly within four weeks. The question was: who?

The Solution

First Data not only recommended Money Network® Service, but also sent the Money Network team around the country to work with Adecco on-site to ensure a successful implementation. Additionally, Adecco received informational materials to help communicate the new program to its staff and employees.

Adecco Staffing's partnership with Money Network has provided a number of benefits:

- An electronic payroll delivery system that had Adecco up and running efficiently within a month.
- A vast network of surcharge-free ATMs and free check-cashing locations where employees can access their wages at no cost.
- The ability for employees to activate their cards immediately with instant issue packets and access available funds within an hour.
- A service provider that owned the technology, understood clients' needs, and created a trusting, flexible atmosphere in the midst of a critical time.

The Results

Adecco Staffing transitioned its payroll delivery process in four short weeks. The company now pays 25% of its staff using the Money Network Service, has achieved nearly 100% electronic distribution of wages, and has reduced call volume by thousands per month. The savings in time and postage costs alone are impressive.

Now, the process of paying 100,000 employees each week is effortless and the Adecco team has been able to shift its focus to other important business needs. The move to Money Network has had a significant positive impact on the company and its workers.

“ Money Network made such a difference to our satisfaction, both for the temporary workers and also from the branches. Absolute game changer. Probably one of the highlights of my tenure in the last three years. ”

Dawn Ehrhart, Adecco USA General Staffing

