

Nacco Materials Handling Group

"The same consistent payroll service for our small remote sales & marketing offices"



Janetta Dillett, payroll process lead,
NACCO Materials Handling Group

The challenge

Globalize HR administration of small sales and marketing teams scattered across new regions

NACCO Materials Handling Group (NMHG), a global NYSE-listed company, recently appointed individuals in Eastern European countries to drive its local development. Can these new dynamic locations be managed as a consistent entity from an HR and payroll standpoint? How can they avoid the pitfalls of complex, differing labour legislations? NMHG found the right employer compliance solution in the form of ADP Streamline, ADP's multi-country personnel administration and payroll service.

The solution

A unique partnership for diverse countries

With a single ADP Streamline contract, NMHG benefits from an integrated solution and support model to produce payroll for its distant offices across Europe. In each country, ADP involves a selected partner to bring in-depth expertise on local rules and process payroll according to the same standards. "I get the same consistent level of service in each location", notes Janetta Dillett, payroll process lead at NMHG's European Divisional Support Centre in Scotland. ADP Streamline also draws up all third-party declarations and supplies complete and detailed reports.



Nacco

- Designs, manufactures and sells a complete line of lift trucks and aftermarket parts under the Hyster® and Yale® brand names
- Headquartered in Cleveland, Ohio, USA. 12 manufacturing plants in 9 countries
- Over 5,000 employees worldwide
- Commercial presence in more than 100 countries, over 830,000 vehicles in service worldwide
- Worldwide distribution through fully owned or independent dealers
- A subsidiary of NACCO Industries, listed on the NYSE

NMHG countries using ADP StreamLine

Spain
Poland
Russia
Austria
Estonia



Five key success factors

1 "A high degree of employee satisfaction"

Employee satisfaction remains a relevant indicator of payroll quality. Janetta Dillett stresses: *"In over a year of ADP Streamline service, I didn't receive a single complaint from our people in the countries concerned. I take that as a clear sign that the overall service is very good."*

2 "The convenience of a single contract"

ADP Streamline integrates payroll management for a list of countries, freeing NMHG from significant administrative constraints. *"All operations are piloted under one contract by one company. I have a single point of contact, our ADP Streamline account manager, and I get the same invoice with the same price for every country."*

3 "Access to a network of local expertise"

Next to the ADP Streamline account manager, ADP's local partners in the countries are available to address specific local queries, giving NMHG access to a wealth of local expertise: *"ADP in-country partners are very efficient at handling questions from our employees in the country, or my specific queries."*

4 "A consistent level of service"

ADP Streamline in-country experts are trained to operate along the lines of the offering's service definition. Whether it is a local ADP subsidiary or partner, this guarantees delivery according to the same high-quality standards. *"ADP partners are very consistent one with the other: everywhere we get the same quality of service with a comparable high level of reactivity."*

5 "Confidence in having payroll fully under control"

Local legislation creates specific challenges for payroll administrators of large companies. ADP Streamline frees the company from dealing with local complexities. From her office in Scotland, Janetta Dillett confirms: *"in the UK, I know what I'm doing. I am less familiar with Spain or Estonia. ADP Streamline supplies me with support and tools to master payroll in these other countries competently."*

Why ADP?

"At the time we hired employees in Eastern Europe, we were also looking for an alternative payroll provider in Spain. We figured out that ADP Streamline could meet our needs in both situations. In the foreseeable future, we might use it for more locations, not only those with a few employees."