



Converge

"Standardizing the payroll of EMEA entities"

Tim Gordon, EMEA Finance Director, Converge



The challenge

To harmonize and consolidate payroll processes for Europe and Middle East subsidiaries

Converge, a global supply chain partner for technology-driven companies, has been opening offices in Europe, the Middle East and Africa since 2000, establishing a regional presence to better serve its clients in the electronic and IT industry. The challenge facing Converge was how to standardize payroll and the management of its 50 employees spread across seven countries in the region. In addition, how can they ensure that payroll will comply with legislation in each country without having to call on a host of local partners? Converge found the right solution in the form of ADP Streamline, ADP's multi-country personnel administration and payroll compliance services.

The solution

A unique, remotely accessible global payroll solution for all countries

Converge uses a unique, simple, standardized process to launch the payroll of all its EMEA entities. "I can manage payroll for all EMEA countries without in-depth local expertise", stresses Tim Gordon, Converge's EMEA Finance Director. That's all there is to it. ADP Streamline delivers Converge payslips in full compliance with local regulations and draws up third-party declarations in each country. Monthly schedules and data exchange flows are consistently managed thanks to the ADP "StreamOnLine" web-based tool.



Converge

- A global supply chain partner offering procurement, reverse supply chain solutions and disposal solutions to the IT and electronics industry
- Founded in 1980. Headquartered in Peabody, Massachusetts, USA
- 50 employees in EMEA, some 300 employees worldwide
- 20 global locations covering North America, Asia, Europe and the Middle East
- 2007 annual revenues of \$365 million
- Over 100% annual growth in IT asset disposal activities since 2007
- Ranked no. 1 independent distributor by Purchasing Magazine

Using ADP Streamline

Amsterdam (EMEA headquarters) - 35 employees
 Sweden - 6 employees
 Israel - 3 employees
 Germany - 3 employees
 France - 2 employees



Five key success factors

1 "A unique provider for all our European entities"

With ADP as sole payroll provider for all its European entities, Converge is relieved of having to manage multiple local payroll providers. *"After a period of geographical expansion, being able to standardize administrative processes such as payroll is a real benefit and relief."*

2 "No need for in-depth payroll expertise"

ADP Streamline standardizes the payroll process for a large number of countries, removing the need to stay abreast of local payroll rules. Furthermore, ADP Streamline processes are simple enough to be handled by a non-specialist back-up person. *"ADP Streamline makes payroll processes more accessible. If I'm not available, a back-up staff member can stand in for me."*

3 "A convenient tool for sharing payroll information"

A web-based application, "StreamOnLine" facilitates global access to payroll information. Should Gordon need to review EMEA payroll with control & finance in the U.S., they all see exactly the same data. *"Remote capabilities facilitate communication, and were another reason for us to switch to ADP Streamline".*

4 "A single point of contact"

ADP Streamline clients also benefit from a dedicated account manager. A central point of contact, they not only supervises operations but also handles inquiries. *"My account manager is very responsive, and I am confident I will get the information I need."*

5 "A smooth implementation process"

In July 2008, Converge began migrating payroll to ADP Streamline for its European subsidiaries at a rate of one country per month. This set-up phase was kept under control by an ADP implementation specialist. *"Implementation went smoothly. ADP provided valuable expertise in setting the schedule and coordinating with their in-county experts".*

Why ADP?

"First of all, we asked our different local payroll providers what could be standardized, but we were disappointed as they demonstrated limited capabilities. We were pleased to see that ADP, whom we had been working with in the U.S. and the Netherlands, was able to consolidate our payroll processes in EMEA under the same umbrella, thanks to ADP Streamline".