



Case Study: Aeroguard Group

The Client

Aeroguard Group is a leading provider of airport security solutions, dedicated to providing exceptional customer service to the traveling public for over 20 years. The company screens approximately 50,000 passengers every day in 25 major Canadian airports, including Vancouver, Winnipeg and Ottawa international airports, and is the only pre-board screening security organization operating in Canadian airports with ISO 9001:2000 certification.

The Facts

Industry:

Airport screening and security

In business since:

1986

Number of employees:

1800

Company revenue:

Private company
– revenue not disclosed

Location:

Corporate office in Toronto with site offices across Canada

Website:

www.aeroguard.ca

The Challenge

As a contractor to the Canadian Air Transport Security Authority (CATSA), Aeroguard's business is driven by the number of hours billed by its 1800 employees, totaling approximately three million hours per year. With limited internal payroll staff and a workforce distributed across Canada, accurate payroll administration was a challenge.

In 2005, Aeroguard experienced a period of recurring payroll errors which affected its company revenue and compliance status. Delayed and inaccurate payroll also exposed the company to potential labour relations issues, with the majority of Aeroguard's staff represented by as many as six different unions and over 20 Collective Bargaining Agreements.



“For the sake of our business and our staff, we needed a payroll system that would augment our internal resources and we could count on for accurate and timely reporting,”

- Peter Connelly, Vice President,
Human Resources & Administration, Aeroguard Group.

The Solution

“We also needed a system that could accommodate our invoicing requirements as a federal government contractor. ADP not only offered us the right outsourcing products, they also provide the flexibility we need.”

After consulting with Connelly and others at Aeroguard, ADP recommended Comprehensive Outsourcing Services (COS), which allowed Aeroguard’s internal payroll staff to simply provide payroll hours and have ADP take care of the rest — including handling employee inquiries, calculating payroll, handling paystubs and direct deposits, pay period and year-end reporting (including producing T4s), and ensuring compliance with provincial and federal regulations at all times.

As part of the COS package, Aeroguard adopted Benefits Enrolment and Administration for its 300 non-unionized employees. Now ADP handles employer and employee benefits contributions and benefit statements, reconciles premium statements with the carrier and fields employee inquiries.

The Outcome

“Being able to count on ADP to deliver our payroll accurately and on time, every time has been a huge help both externally and internally,” added Mr. Connelly. “We’ve increased our staff by 30 percent in the past three years, and outsourcing to ADP has allowed us to seamlessly take on this growth without additional back-office resources. We also rely on ADP for subject matter expertise in regulatory updates and best practices. For us, it’s a reliable, cost-effective solution that also maintains employee confidence in management. With ADP behind us, we’re better prepared to focus on strategic growth, including our role as the pre-board screening service provider for the 2010 Vancouver Olympics.”

