



IN THE BUSINESS OF YOUR SUCCESS®



Business Overview

Great Canadian Holidays and Coaches is one of Ontario’s leading motor coach and tour operators servicing clients from East Toronto to Windsor. The company operates a full motor coach division with a fleet of more than 50 modern coaches operating out of three locations. The tour division offers a broad array of multi-day getaways geared towards a wide range of travellers.

The Client

Organization name: Great Canadian Holidays and Coaches (“Great Canadian”)

Industry: Travel and holiday business

In business since: 1984

Number of employees: 150 full-time employees

Location: Kitchener, ON

Website: www.greatcanadianholidays.com/

The Challenge

Like many mid-sized companies, Great Canadian operates with a small finance department and limited expertise in the area of payroll. Payroll was a mission-critical process prepared in-house for 150 employees as part of the accounts receivable function. The company was spending, on average, three days every two weeks managing the payroll function, and it had become a time-consuming process, which was compounded by the challenging struggle to stay current with changing provincial and federal regulations.

“Our customers are our main objective. We needed a solution that would allow us to focus our attention on what is core to the business and what matters most: providing an exceptional travel experience to our clients, while growing and improving our services,” said Pat Grobe, Chief Financial Officer, Great Canadian.

In assessing their situation, Great Canadian realized they didn’t have the in-house resources to support their evolving payroll requirements and decided it was time to transition the process over to ADP to fully manage their payroll needs.

“Using ADP’s Comprehensive Outsourcing Services has not only saved us time, but it gives me confidence and peace of mind. ADP’s Certified Payroll Professionals know how to do our payroll properly and help us keep up with the latest regulations,”

*Pat Grobe, Chief Financial Officer,
Great Canadian Holidays and Coaches.*



Case Study



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“The time savings have not only allowed our financial department to operate more efficiently, but it now frees up time for me to focus on managing strategic operational and financial activities and decisions, knowing that essential processes like payroll are in expert hands,” said Grobe.

One of the other challenges Great Canadian faced was staying up-to-date with the latest provincial and federal regulations. “Using ADP’s Comprehensive Outsourcing Services has not only saved us time, but it gives me confidence and peace of mind. ADP’s Certified Payroll Professionals know how to do our payroll properly and help us keep up with the latest regulations,” said Grobe.

After implementing ADP COS, Great Canadian’s HR manager, who now manages payroll, has been able to develop a close relationship with the ADP representative.

The Solution

Great Canadian decided to use ADP’s Comprehensive Outsourcing Services (COS) solution. ADP COS offered qualified and experienced staff who could handle the company’s ever-changing payroll needs.

“During the transition period, ADP proved to be very organized, and quickly understood the needs and requirements of our company. We were impressed with how smoothly and quickly we were able to implement the outsourced system,” said Grobe. “Within a couple of pay periods we had already seen noticeable time savings.”

ADP COS provides organizations with a “virtual” payroll administration department that can manage a flexible and scalable combination of payroll and HR administration. Depending on the client’s needs, ADP manages, tracks, and reports all workforce-

related data on the employer’s behalf and facilitates processes including performance, compensation and employee data management. ADP helps clients keep up with current payroll legislation and provides the security of having the most up-to-date technology without having to invest in upgrades or maintenance.

For Great Canadian, ADP now coordinates their payroll process, reducing the administrative burden, so staff can focus on building the business.

Outcome

Before implementing COS, Great Canadian’s accounts receivable clerk was spending 30 per cent of their time processing payroll in-house. Saving this time provides Great Canadian over three months a year worth of new time to focus on payment collections.

Business benefits

- Saved 30 percent of accounting resource’s time, allowing more focus on payment collections.
- Eliminated the administrative burden of Great Canadian Holidays in-house HR and finance staff.
- Provided management increased confidence that payroll is being done properly, and that the company is staying current with regulations.
- Opened up time for management to focus more on strategic operational and financial planning and decision-making.

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