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Business Overview

pt Health Care Solutions Corp. is one of Canada's fastest growing health care services companies, delivering patient-centred care in physiotherapy, chiropractic, occupational therapy, chiropody, sports medicine, athletic therapy, massage therapy, and naturopathic medicine through its 100 clinics. pt Health also connects Canadians with specialized care through national affiliated clinics.

The Client

Organization name: pt Health Care Solutions Corp.

Number of employees: 1,800

Industry: Health Care

In business since: 2004

Location: Hamilton, Ontario

Website: www.pthealth.ca

The Challenge

After founding pt Health 10 years ago, the company quickly surpassed growth goals, expanding to 100 clinics and 1,800 staff. The rapid expansion brought to light hiring, payroll and administrative issues.

"We lost visibility on payroll and had some pretty significant head count creep," says Peter Ruttan, Director of Human Resources. "People were being paid but we didn't know where they were working. If one employee was working in multiple clinics, their salary was only allocated to one place so we also couldn't tell if one clinic was profitable and another wasn't."

"Our business has lot of moving parts. We needed a service that could be responsive to a wide range of needs," he says, adding they had few controls over time and attendance.

"We wondered if we were still paying people who were no longer working for us," Ruttan adds. "We had no way of quickly knowing how many people were on payroll. It was literally like flying blind."

Processing payroll took four people, who were scrambling to manually input all the data to get paycheques out on time.

With aggressive growth targets, pt Health knew it needed greater control, visibility and improved processes.

"Payroll is now processed in a very methodical and simple way."

*– Peter Ruttan, Director of Human Resources,
pt Health Care Solutions Corp.*

Case Study



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“Everything had to be entered manually before. Now the employees clock in and out in the time and attendance module. We have a much simpler, tighter and less stressful workflow and we have great visibility.”

– Peter Ruttan, Director of Human Resources, pt Health Care Solutions Corp.

The Solution

Choosing ADP Workforce Now for its human capital management, pt Health found the solution for its complex HR requirements including payroll, time and attendance, human resources, and recruitment needs. pt Health could easily allocate staff time to the right service and clinic, while providing access to accurate real-time data about clinic performance.

ADP Workforce Now speeds payroll processing and provides increased automation including employee self-serve time clock functionality, which is reducing manual data input, while ensuring seamless integration with financial modules.

In addition, pt Health uses the ADP Mobile app to enable some staff to punch in and out for shifts from their smartphone. When fully deployed, Ruttan says a new pt Health intranet and centralized schedule verification will improve employee engagement.

The Outcome

ADP Workforce Now has dramatically reduced the resources needed to ensure staff is getting paid accurately and on time. Today, just two people manage the work that four people were previously scrambling to complete – a significant cost savings.

Ruttan says the streamlined system is letting them investigate ways to further reduce payroll cycle and further speed paycheque processing.

“We now have huge control and visibility. We know when people come to work and when they leave and we can allocate everything effectively to the right clinics,” he says. ADP Workforce Now captures detailed data about every clinic, staff and service performance, with seamless financial integration so they can more accurately track performance at the clinic level.

“We can also produce good reports on specific position levels so we know every payroll, how many physiotherapists we paid and how much we paid them. We never had access to this kind of reporting in the past, and even if we could get the information no one trusted it.”

“The organizational charts give managers visibility into their teams and we know it is an accurate reflection of our company,” Ruttan says, noting security features allow them to limit visibility to direct managers and supervisors.

As a next step, pt Health is investigating ADP Workforce Now’s benefits module and a system to facilitate a “procure to pay process” to centralize purchasing and bill payments, which they also want to make paperless to improve payment terms and visibility for both clinics and their suppliers.

Business benefits to pt Health Care Solutions Corp.

- Fifty percent reduction in payroll staff lets them allocate resources elsewhere.
- Real-time access to financial data improves decision-making for business growth.
- ADP Mobile app offers secure, accurate time clock functionality.

“We have access to any data we want; anyway we want to slice it.”

– Peter Ruttan, Director of Human Resources, pt Health Care Solutions Corp.

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