



IN THE BUSINESS OF YOUR SUCCESSSM



Business overview

The British Columbia Maritime Employers Association (BCMEA) is a multi-employer waterfront organization, representing 68 ship owners and agents, stevedores, container, bulk and break bulk terminal operators on Canada's west coast, extending from Victoria north to the Alaska border. At its core, the BCMEA is a service provider of labour relations for the waterfront employers in British Columbia, representing employer interests on regulatory issues in the areas of labour relations, pensions, legislative reform, Canada Labour Code, health and safety, human rights and employment equity. In addition to labour relations activities, the BCMEA oversees the training and recruitment of the International Longshore and Warehouse Union (ILWU) Canadian Area and the daily dispatch of labour for the Vancouver local of the Union.

The client

Organization name: British Columbia Maritime Employers Association (BCMEA)

Industry: Labour relations

In business since: 1963

Number of employees: 70 full-time employees overseeing a workforce of over 4,000 employees

Location: Vancouver, BC

Website: www.bcmea.com

"Using the ADP COS system allows us to use the time previously spent processing payroll to focus on continually improving our programs and systems, and ensuring we are meeting the needs of our membership."

- Terry Duggan,

VP Finance, British Columbia Maritime Employers Association

The challenge

As an association with growing membership, BCMEA was challenged with handling an in-house payroll system with limited IT resources. The variable weekly pay distribution for over 4,000 employees was only one of many functions fulfilled by their staff of 70, and disproportionately took resources away from other key areas in the recruitment, training and dispatch of longshore workers. BCMEA's payroll is unique in that they have a multi-employer payroll environment. Any of the 4,000+ employees can work for any one of the 19 individual employers over a small period of time, but the payroll costs need to be correctly allocated to each respective employer.

At the same time, BCMEA was also challenged with attracting and retaining qualified IT employees. In assessing their situation, BCMEA realized they didn't have the staff or the resources to re-develop their payroll software to suit their needs and decided it was time to look for an outside service provider.

Case Study





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The solution

BCMEA knew they wanted to transition out of the payroll business and were looking for a partner that was capable of handling their complex payroll situation and would provide a solution to help streamline their in-house systems and programs. After researching other outside service providers, which proved unable to handle their needs, BCMEA felt ADP's Comprehensive Outsourcing Services (COS) solution and qualified staff were experienced to handle their payroll requirements.

"During the transition period, ADP proved to be very organized with our employers by holding regular user meetings and keeping up consistent user communication," said Terry Duggan, VP Finance, British Columbia Maritime Employers Association. "At the peak periods of conversion, ADP held weekly teleconferences so any questions or uncertainties from employers could be easily and quickly addressed to ensure everyone was fully equipped to start using the new system."

ADP Comprehensive Outsourcing Services (COS) provides organizations with a "virtual" payroll and HR administration department that can manage a flexible and scalable combination of payroll and HR administration.

Through COS, ADP manages, tracks, and reports all workforce-related data collection on an employer's behalf and facilitates processes including performance, compensation and employee data management. ADP provides compliance with the most current payroll legislation and provides the security of having the most up-to-date technology without having to invest in upgrades or maintenance.

For BCMEA, the ADP COS solution now handles the complete payroll administration including the employee help desk, mail room and payment distribution to eliminate the administrative burden of BCMEA's in-house staff.

The outcome

Using the ADP COS system provides the depth of resource required for BCMEA to operate their business smoothly. Using the system has freed up time for the limited IT resources at BCMEA to focus on areas where they can make a difference, such as continuing to improve the quality of their recruitment and training program, and refining the accuracy and timeliness of their dispatch system. With ADP COS, BCMEA can now focus on these things instead of spending time processing payroll for over 4,000 employees.

Business Benefits to BCMEA

- Eliminated the administrative burden of BCMEA's in-house staff.
- More time for in-house staff to focus on improving their recruitment programs and dispatch system.

"Recruitment and training are areas where we can make a difference, but payroll is a bread-and-butter backroom issue that we'd rather not focus on," said Duggan. "We can now use the time previously spent processing payroll to focus on continually improving our programs and systems, and ensuring we are meeting the needs of our membership."

Using ADP was a strategic decision made by BCMEA that now allows them to focus on what matters most to their business.

Contact ADP today at 1.866.228.9675 or visit adp.ca.

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