Adtalem

Fosters employee empowerment & accountability

Industry
Education

Company Size
Large

Challenges

- (!) Antiquated time and attendance system experiences frequent lapses and errors

- (!) These lapses result in considerable administrative overhead and consequent pay period adjustments for HR and payroll teams

- (!) UX felt clunky and outdated

Solution

- (✓) Fully-automated time and attendance eradicates errors and ensures data reliability

- (✓) Highly-configurable modern system offers intuitive UX, cloud and mobile capabilities, and built-in compliance library

Adtalem Global Education Inc. — formerly DeVry Education Group — bases its name in the Latin word "Adtalem," meaning "to empower." As a leading global education provider and parent organization of Adtalem Educacional do Brasil, American University of the Caribbean School of Medicine, Becker Professional Education, Carrington College, Chamberlain University, DeVry University and its Keller Graduate School of Management, Ross University School of Medicine and Ross University School of Veterinary Medicine, Adtalem embodies this principle every day by empowering hundreds of thousands of students across the globe to transform their lives and enable their careers.

Headquartered in Downers Grove, Illinois, Adtalem is a truly global educational force, offering a mix of on-campus and online education with campuses in the US, Brazil, the Caribbean, Europe, and Asia.

With over 18,000 employees supporting 200,000 students in their internationally-spanning classrooms and offices, Adtalem is dedicated to fulfilling their mission of empowerment for not only students but their vast staff as well. Because of this, they strive to employ only the best solutions when it comes to people processes, ensuring that the diversity, complexity, and size of their workforce is accounted for and the systems surrounding it are fully optimized.

CHALLENGE: Antiquated time & attendance system generated substantial administrative overhead

Though Adtalem's previous time and attendance system was web-based (and thus not a manual system in theory), the payroll team still found themselves spending a substantial amount of time doing manual catch-up work to account for the antiquated system's frequent errors and bouts of downtime. Because of this, pay period adjustments were a regular concern, among various other errors.

"With the old system, pay period adjustments were a constant problem — to the point where we were spending upwards of 20 hours a week on them," says Daniela Evans, Payroll Manager at Adtalem. "Our mission in HR is to go the extra mile to support our employees so they don't have to sweat the small stuff, and ensuring that pay is accurate and timely is part of that. Frankly, our old system was mostly counterproductive to this aim, so we knew it was time to change to something that better aligned with and supported our values."

These errors and inaccuracies disrupted not only payroll processes, but also, to an extent, Adtalem's ability to get a holistic view of their business, and ensure that everything was running smoothly.

"As Director of HR, it's critical to me that the data is accurate, runs smoothly, and there are no holes in it," says Bill Lumani, Senior Director of HR Shared Services at Adtalem. "A company of our magnitude and diversity needs to run like a well-oiled machine, so I need to be confident that the data presented in our systems is current and actionable."

The former system not only functioned poorly, but ultimately looked and felt antiquated as well — another element that didn't quite fit with Adtalem's brand and values. With the UX and ease-of-use leaving quite a bit to be desired, Lumani and his team began looking for a solution better-suited to fit their needs.

SOLUTION: Empowering employees to take charge of their accountability by partnering with Replicon

In integrating Replicon with the rest of their ecosystem, Adtalem was able to become both fully automated and completely paper-less from hire to retire for all HR and employee data, and they no longer worry about holes in their data or lapses in their system. In fact, the 20 hours of administrative payroll-related overhead has been almost entirely eradicated, enabling employees to redirect that time into more valuable tasks.

Additionally, as a public company, it's crucial for Adtalem to run internal audits and remain SOX-compliant — and this process has similarly benefited from accurate employee data and a fully-auto-mated data collating process. For other compliance-related needs, Replicon's global compliance library is always up-to-date with relevant labor laws (and current updates or changes to these laws), ensuring that remaining compliant is a hassle-free experience.

When Adtalem decides on any solution from a vendor, they emphasize a partnership rather than a transactional relationship, and seek out products that uphold their values, and help them foster a culture of empowerment and accountability.

"Culturally, as an organization, we are constantly striving to drive accountability and autonomy for our employees, which the Replicon system fits into well," says Evans. "We run our standard audits, but at the end of the day we trust our employees to report their time accurately, and our managers to manage time accordingly, both with-out excessive oversight or handholding."

Replicon's UX plays a critical role in this as well, and Lumani reveals that its clean, easy-to-use interface for both desktop and mobile were an important part of their decision to partner with Replicon.

❝❝ Replicon is an ideal part-nership because the system just works — it's streamlined, it's accurate, and it requires no babysitting — it's not some-thing we ever really need to worry about, ❞❞

Bill Lumani, Senior Director of HR Shared Services, Adtalem

> " Replicon is a big part of our future as Adtalem grows, We're looking forward to further optimizing the way we use it so we can keep realizing additional efficiencies to every extent possible. "
>
> **Bill Lumani, Senior Director of HR Shared Services, Adtalem**

Adtalem understands that part of emphasizing employee empowerment means investing in systems that offer a clean, easy, and positive experience to the end-user, so they sought out a system that not only had the right look and feel, but also reflected the modernity of their organization by offering Cloud and mobile capabilities.

As Adtalem continues to broaden its global education influence through possible expansion into the United Kingdom and various Caribbean islands, the Replicon partnership will continue to grow alongside it, and play a critical role in the overall structure of the organization moving forward.

"Replicon is a big part of our future as Adtalem grows," says Lumani, "We're looking forward to further optimizing the way we use it so we can keep realizing additional efficiencies to every extent possible."

Results

- ⊘ Completely eliminated 20 hours of administrative overhead and pay period adjustments per week, enabling employees to focus on more important tasks
- ⊘ Clean and easy UX empowers employees to manage their time and contribute hours worked information
- ⊘ Reliable data simplifies internal audit processes
- ⊘ Built-in compliance library easily ensures complete adherence to the latest labor laws

About Replicon

Replicon, the Time Intelligence company, has over 20 years of industry leadership and is pioneering a new approach to time management. Time Intelligence elevates time as a strategic asset within an organization, to improve operational productivity, performance, and profitability.

Replicon's Time Intelligence Platform offers solutions for global time and gross pay compliance, enterprise time management for ERP, business operations software for professional services,and an SDK for continued development - expanding the company's award-winning portfolio of cloud-based products, including complete solution sets for client billing, project costing, and time and attendance.

Replicon supports thousands of customers across 70 countries, with over 400 employees around the globe including the United States, Canada, India, Australia, and the United Kingdom.

Want to try it for your business?

Get your free trial now. Free one-on-one support is available throughout the trial: www.replicon.com/free-trial or contact us.

Contact Us

sales@replicon.com
North America: 1 877 762 2519
Outside North America: +800 7622 5192

www.replicon.com