

Managed human resource solutions that maximize the value of people



GENERAL DYNAMICS Land Systems–Canada

Covering Ground with Ceridian's Managed Payroll & HRIS Solutions

General Dynamic Land Systems' (GDLS) vision is to be the world's leading supplier of a full spectrum of land and amphibious weapon systems, including the highly successful Light Armored Vehicle (LAV). GDLS-Canada's design and fabrication facilities combine state-of-the-art research and development with systems integration and technological innovation, keeping the organization at the forefront of worldwide armored force modernization programs. Their vehicles have seen action in various military and peacekeeping operations the world over, and in every instance their performance has proven them invaluable, extremely versatile and effective.

GDLS-Canada has more than 1,400 highly skilled employees - both salaried and CAW represented hourly employees who manufacture and service their unique products. When it comes to payroll and Human Resource management, GDLS-Canada's Paul Tite, Area Manager of Compensation Activities and Services, says that accuracy, reliability and efficiency are extremely important.

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-Paul Tite
Area Manager of Compensation
Activities and Services



The Mission

“GDLS' core business is manufacturing and servicing the vehicles. Despite the fact that payroll is critical, it is a non-core activity, so it makes sense to outsource it,” says Tite. “When General Motors spun off GDLS-Canada in 2003, we needed to find a replacement for the homegrown payroll system developed by GM. Ceridian came highly-recommended as a third-party provider of HR solutions including fully outsourced payroll administration.”

Tite and his team chose Ceridian's **Managed Payroll Solution** to reduce the administrative tasks associated with payroll. As GDLS-Canada uses a time keeping system provider, Ceridian's Professional Services team worked closely with the vendor to develop data exchange interfaces and reports that would eliminate duplicate data-entry. Just five months after launching their quest for a vendor, GDLS-Canada's first live pay for hourly employees ran successfully in March 2004.

Prior to becoming a Ceridian customer, Tite's team managed a portion of the company's payroll in-house, with the bulk of the expertise residing at then parent-company GM Canada's head office in Oshawa. Four payroll employees worked in conjunction with GM's payroll department to manage timekeeping, payroll calculations including deductions, and government remittances. Today, GDLS-Canada's lean payroll department is made up of just five staff members in total including Tite. This group is responsible for timekeeping, payrolls, benefit administration and managing the HRIS data that drives it.

The Ceridian solution includes the management of all payroll updates and changes, including new employee additions, calculations, and government remittance filing. Legislative changes are applied to the system behind the scenes to ensure compliance. The Ceridian team also responds to GDLS-Canada's employee payroll inquiries, reducing the number of time-consuming phone calls and emails that Tite's team must address.

"We still need to know our payroll well, as it's very important to keep on top of what's happening within the workforce, but outsourcing has been worthwhile," says Tite. "The fully outsourced solution has definitely made positive changes to our processes. We're more productive and efficient, we've gained time to focus on other priorities, and risks have been mitigated because keeping track of all payroll and employment standards legislation is a huge job."

In addition to Ceridian's fully outsourced payroll solution, GDLS-Canada uses both the client-server and Ceridian-hosted versions of **Ceridian Insync**, an HR management solution that includes Benefits Administration, Occupational Health & Safety, Attendance Tracking, Skills Inventory, and more.

"We installed both the local and web-based versions of Ceridian Insync to track valuable employee data, and support our significant reporting needs. With the local version, we can run reports anytime and get real-time data. In fact, we use the **Ceridian Insync Reports Writer** bundled with the product almost daily to produce ad-hoc reports. We use the Web-based version of Ceridian Insync for the day-to-day HR data entry, data retrieval and to pay employees. With this version, Ceridian manages the system and data back-ups, reducing our IT team's database administration responsibilities."

From basic Ceridian Insync workshops, to beginner and intermediate level business reports writing courses, the team takes regular Ceridian training to learn how to best leverage their systems. Tite says that his team's long-term goal is to roll out the use of the locally installed version of Ceridian Insync company-wide at the management level. All people managers will then have a direct view into the relevant employee data they need to run their departments effectively.

A trusted partner to more than 40,000 Canadian customers, Ceridian delivers best-practice Human Resource solutions to help customers acquire the best talent, pay their staff accurately and on time, improve HR decision-making and reporting, and drive employee engagement and well-being. Ceridian is also the only HR solutions company that has been recognized in 2006 as a 50 Best Employer in Canada, one of Canada's Top 100 Employers, one of the Best Workplaces in Canada, one of Fortune Magazine's Global Outsourcing 100, and as a winner of Nymity's 2006 Top Privacy Policies in Canada.

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-Paul Tite
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Moving forward

In the fall of 2005, GDLS-Canada switched their employee benefits carrier, and the administration moved in-house. Tite says that the Ceridian team was very helpful in the transition, creating export functionality that enables the carriers to be fed needed HR data from the Ceridian system. With offices in Ottawa and London, Ontario, GDLS-Canada is also on the cusp of an expansion to Edmonton, Alberta, and the addition of 100 service employees. Tite will be looking to Ceridian to support the work associated with this growth. Included in this expansion plan will be signing up the new location to Ceridian's **Online Pay Statements powered by epost™**, so employees can receive their paystatements electronically instead of on paper.

"Payroll outsourcing is about learning something new every day, and adapting to change. As a company with very specific payroll requirements, outsourcing our payroll and other HR services has presented unique challenges to the Ceridian team. For example, it was a major project to completely replace internal systems that had evolved over a number of years, but Ceridian's professionals delivered, and have continued to work with us to address new needs. We're very committed to working with Ceridian for the long-term as the company has consistently exceeded our expectations, and their solutions are reasonably priced. It is definitely a partnership built on trust and mutual respect."



Ceridian is partnering with epost™ - the free, secure service that delivers the mail online for Canada Post - to allow employees of Ceridian customers to receive their pay statements/tax forms (T4, T4A, T4/Relevé 1 combined form, Relevé 2 and NR4 (Non resident tax form)) electronically. Your employees simply log on to the epost Web site any time, from anywhere to access their personalized epost box™ and Online Pay Statements/Tax Forms.

With Online Pay Statements/Tax Forms, you'll offer your employees the convenience of a long-term compensation history and the freedom to input tax information directly into personal tax software*, while eliminating the time-consuming task of distributing your paper statements.

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