



Rudolph Logistics Group — transforming payroll systems seamlessly

The *Rudolph Logistics Group* is an international logistics service provider with more than 5,500 employees working across 45 locations throughout Europe, the United States and the Middle East. Headquartered in Gudensberg in the heart of Germany, the Rudolph Logistics Group develops and implements comprehensive logistics solutions for various industries. Its blue-chip clients include BMW, Caterpillar, Porsche, and Volkswagen.

The challenge

With a global network of offices in countries including Hungary, Portugal and the United Arab Emirates, Rudolph Logistics Group's payroll process is varied and somewhat complicated. For example, the company uses more than 450 different clocking models to translate time into money. There are also multiple different local agreements, unions, and working types that its HR teams need to consider.

"It is not like a global burger chain where everything works in the same way from location to location. Everything, for us, is different. It is, therefore, important that any system we use can support this. However, our legacy system was incredibly old. Within some systems, you couldn't even use a mouse" said Florian Pfeiffer, Project and Ramp Up Manager, Rudolph Logistics Group.

One of the main requirements from the board was to switch off all manual paperwork. This was not only to help modernise the business and simplify the process, but to make it more sustainable and reduce costs. However, it was imperative that any electronic payroll system adhere to stringent data protection regulations and be secure. "Our number one resource as a logistics service provider is people. It is, therefore, vital that we recruit and retain the right people for our business. Yet this was becoming difficult. We felt that we needed to renew our legacy HR processes with a more modern systems-based solution," said Pfeiffer.

Florian Pfeiffer

Project and Ramp Up Manager,
Rudolph Logistics Group

Quick facts

-  **Company:** Rudolph Logistics Group
-  **Headquarters:** Gudensberg, Germany
-  **Industry:** Customized logistics solutions
-  **Employees:** 4,500
in 42 locations worldwide
-  **Product:** ADP Global Solutions

Learn more about
Rudolf Logistics Groups
at rudolph-log.com


Always Designing
for People®

 **RUDOLPH**
LOGISTIK GRUPPE

The solution

Due to the Rudolph Logistics Group no longer being satisfied with the support or service it was receiving from previous providers, the team went through a comprehensive RFQ process to renew and streamline all its disparate HR systems. From that process, Pfeiffer and his team looked at 17 separate solutions. Some were discounted almost immediately as they were so unlike the previous system that they would require extensive team training. Those that remained were then whittled down further based upon system features followed by factors such as multi-language support and operations within the regions in which the company operates.

Pfeiffer and his team then put the shortlist through a rigorous round of technical testing before selecting a chosen partner. "We were very thorough and had more than 1,000 separate criteria within our RFQ process in total," he said.

The company chose ADP's award-winning global solutions to undertake its payroll and HR cost controlling, due to its global footprint and having proven expertise in the regions the Rudolph Logistics Group operated in. "We were convinced with the team that ADP® put together, its global footprint and the scope of the solution from a technical perspective. It was clear that ADP was the best choice for us for payroll and HR cost planning," said Pfeiffer.

The decision rapidly gained support throughout the organisation. "Team members got on board very quickly. They liked that the team now had dedicated in-country support, a regional developer, and the fact that using ADP could speed up legacy processes by eliminating unnecessary steps."

Since deciding to go with ADP, the Rudolph Logistics Group has appreciated the training it has received from the company, something it did not receive from its previous supplier which led to high consulting costs. "ADP has been great at training us on the payroll system so that we are able to administer it ourselves. This is expected to lead to significant cost savings and benefit the return on investment."

The results

Since implementing ADP's solutions for payroll, Pfeiffer has been more than impressed by the support that the Rudolph Logistics Group has received from ADP. "Once we met the ADP project team, we were even more convinced that we'd made the right decision. We knew we were in good hands. The team are very experienced and understand what we need as a business. They have not only supported us extensively during the implementation phase but have been a significant help afterwards too."

The entire team has been very flexible and have gone the extra mile, including working on a bank holiday on one occasion.

"We are confident that we have a strong partner with ADP. The team speaks our language and are clearly experts in the field, understanding the myriad special country-specific union agreements we must adhere to. The team at ADP has brought in best practices and has not been afraid to ask the right questions."



Once we met the ADP project team, we knew we were in good hands. They are very experienced and understand exactly what we need as a business."

Florian Pfeiffer

Project and Ramp Up Manager,
Rudolph Logistics Group



Always Designing
for People®



One of these best practices has been to aggregate the two different payroll departments in Germany so that they now go through the exact same processes: increasing efficiencies and saving time. "This means that the two departments can work together and cover each other when needed," said Pfeiffer.

Another has been to integrate information on things such as company cars and other benefits into the payroll system to eliminate the need for separate spreadsheets. By integrating and automating processes like this, the payroll administrators have been able to save a lot of time.

Overall, the ADP implementation has been an enormous success for the Rudolph Logistics Group. "We did not have any difficulties going live with the new system. In fact, everything went smoothly," said Pfeiffer. "Payroll changed for almost 4,000 of our employees and no one realised until it was communicated in our internal newspaper!"



We are confident that we have a strong partner with ADP. The team speaks our language and are clearly experts in the field, understanding the myriad special country-specific union agreements we must adhere to. The team at ADP has brought in best practices and has not been afraid to ask the right questions."

Florian Pfeiffer

Project and Ramp Up Manager,
Rudolph Logistics Group

