



How ADP® enabled Intuit to provide employees with a world class payroll service under a single platform

Intuit is a global company that focuses on the needs of individuals and small businesses. Everything from how to budget cash flow for small businesses to how to find customers.

Some of their most well-known products are QuickBooks, TurboTax, MailChimp and Credit Karma. They are also moving into mid-market businesses.

Scott Tuskiewicz, Global Leader for Payroll at Intuit, says "I don't know of many 40-year-old organizations that have targeted growth rates of 20 percent year over year, and that is what we are focusing on. How do we power prosperity around the world?"

The challenge

Scott chose ADP for several reasons. Not least his 25-year relationship with ADP but also, he says, "the ability to get us in that country, understand the regulations, the compliance, the complexities."

Intuit's biggest challenge was the speed of implementation necessary in nine countries. Each country had very disparate systems. Nobody could specify the size of their payroll, how many employees there were, what systems they were operating on, whether they were integrated, and the nature of their manual processes.

The Intuit objectives

Their aim was to bring this together under a single platform. Their criteria included:

- Visibility of what was going on so they could deliver world-class payroll

Scott Tuskiewicz
Global Leader for Payroll,
Intuit




Quick facts

 **Company:** Intuit

 **Headquarters:** Mountain View, California, United States

 **Industry:** Global Financial Software

 **Employees:** 18,200

 **Product:** ADP Global Payroll

Learn more about Intuit
at intuit.com



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- The ability to analyze pay from one period to the other and for employees to see data in real-time
- Enable employees to communicate in real time and update communications
- The ability to understand data globally as it relates to payroll, service delivery and some of the key benchmarks from a payroll perspective, such as payroll error rates and cost per payslip

Scott says, "It's very difficult to measure world-class payroll and the success of your payroll operations when you can't see the metrics, when you can't measure the metrics, you can't measure the output to be able to determine whether you're successful or not. When we look at payroll error rate, for example, when I came into the organization, our payroll error rate hovered probably in the neighborhood of 3% to 4%. Now you might look at that and say, 'That's pretty good.' Actually, it's not."

"When you look statistically, an employee who experiences two payroll errors, 43% of those employees will start looking for another job. Payroll, there's no more important service delivery in an organization than payroll. It's really, really important to understand that."

ADP and Intuit coming together

Intuit's philosophy, spearheaded by Scott, is to bring what he calls his 'partners' along on the journey. By partners he means everyone from finance to HR, including legal partners, benefit partners, stock plan admin partners.

He says, "ADP brings a unique perspective and approach to payroll — particularly global payroll."

"From a compliance perspective, it allows us the opportunity to move into any country without fear that we're going to be doing something that isn't compliant or without fear that we're going to be doing something that ultimately is going to get us in trouble down the road. So, we really look to ADP to provide us the understanding of legislation, how the system needs to operate, the different things we need to consider when doing something as simple as a gross-to-net payroll. Those are the things that ADP really brings to the table."

Scott continues, "And then on top of that, they bring a global payroll solution, the ability to get into literally almost any country you want to get into and operate from a payroll perspective. At the end of the day, as the global leader for Intuit, there's no way I or anybody can know and understand the rules, the regulations in every single country across the globe. I've got to have a partner that I can rely on, and that's what I lean on ADP for."

Lessons learnt

"I measured success by silence," says Scott. "I don't get people that call me and say, 'Thanks a lot for getting me my paycheck,' that doesn't happen. What I get on a payday is people calling and saying, something's wrong, my pay is not right, you didn't give me all the hours I was supposed to get."

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ADP is uniquely positioned to provide Intuit the ability to deliver payroll anywhere in the world. I don't know that there's another company that can do that."

Scott Tuskiewicz

Global Leader for Payroll,
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This changed with the move to ADP Global Payroll, as Scott explains, “We had no issues. And that is a testament to the internal end-to-end team that we built for our implementation. It’s also a testament to the team that ADP built that we partnered with. We literally had zero issues.”

He continues, “I would never have expected that. But it’s a testament to the people involved. It’s a testament to their dedication, the extreme ownership, in understanding the accountability and delivering what we’re doing. In 32 years, I’ve probably implemented a dozen systems. I’ve never had an implementation go as well as this did.”

Next steps on the HR transformation Journey

Now Intuit have a global platform from a payroll perspective, the next step is to analyze the data — to understand what it is they’re doing, how well they’re doing, and be able to benchmark against other metrics industry wide.

Scott says, “Years ago payroll was about pushing the proverbial button and delivering a pay cheque. Today, payroll is actually not about that at all. Payroll is about the human side of things, the service delivery side of things. We are a service department. We are held to a standard that is very, very high. We’re talking about employees’ ability to pay their bills, employees’ ability to put food on their table, employees’ ability to live life day-to-day, to enjoy doing the things that they’re doing. That is all rooted in and centered around the payroll service delivery.”

He continues, “So, understanding that and then bringing in to focus the data is vitally important as we move forward.”

The partnership experience between the two companies has been very positive for Intuit, as Scott concludes, “It’s been a wonderful experience and we’ve had wonderful feedback about the different tools that we’ve been able to deliver through ADP Global Payroll. Our relationship with ADP is going to continue. But more than that, from a development perspective, it’s really about leveraging the next generation of tools. Part of my team is an automation team where we do AI work. I fully intend to leverage that ability. We’ve got to leverage those tools and partner with ADP as we go forward.”

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Fast forward to today, we’ve taken that payroll error rate. Now we’re hovering right around two-tenths of a percent. For me, that’s good. It’s world-class. It’s not good enough. I want to get to the point where every single person is paid accurately and that we meet their expectation every single payroll.”

Scott Tuskiewicz

Global Leader for Payroll,
Intuit



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