



ADP® Case Study— ArcelorMittal

How ArcelorMittal ensured that payroll continued seamlessly and without delay at a time of great uncertainty in the world.

ArcelorMittal is the world's leading steel and mining company, with a presence in 60 countries and primary steelmaking facilities in 17 countries. In 2020, the company had revenues of \$53.3 billion and crude steel production of 71.5 million metric tonnes, while iron ore production reached 58 million metric tonnes.

ArcelorMittal's goal is to help build a better world with smarter steels. Steels made using innovative processes that use less energy, emit significantly less carbon and reduce costs. Steels that are cleaner, stronger and reusable. Steels for electric vehicles and renewable energy infrastructure that will support societies as they transform through this century.

ArcelorMittal is listed on the stock exchanges of New York (MT), Amsterdam (MT), Paris (MT), Luxembourg (MT) and on the Spanish stock exchanges of Barcelona, Bilbao, Madrid and Valencia (MTS).

Take a new look at pay





Uma Ari, HR Business Partner at ArcelorMittal, understands that the company is only as strong as its people. "We may have steel at our core, but it's our inventive people and entrepreneurial culture that's at the heart of our business," she explained. "My number one focus is to ensure that all our staff are happy, wherever they're located. I want to see them shine. In my view, our staff are our internal customers and as such I want to give them the best service possible."

It could create problems and erode trust if payroll was to fail or if HR was unable to answer a question regarding pay from a member of staff. "Payroll is critical. However, we're the first to admit that we are not really experts. We, therefore, needed to find a partner to provide professional support," explained Ari.

Uma Ari,
HR Business Partner



Quick facts

-  **Company:** ArcelorMittal
-  **Headquarters:** Luxembourg
-  **Industry:** Steel Manufacturing
-  **Employees:** 168,000
-  **Product:** ADP iHCM

Learn more about ArcelorMittal at
corporate.arcelormittal.com

Learn more about ADP at
uk.adp.com



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ArcelorMittal

The challenges

Ari and her team at ArcelorMittal knew that at a time of great uncertainty in the world, it was imperative that payroll continued seamlessly and without delay. The team wanted to partner with a provider they could trust to undertake ArcelorMittal's payroll and free up the team's time so that they could focus more on other strategic business concerns.

The solution

For large, multinational organisations such as ArcelorMittal, iHCM provides a simple and scalable solution for unifying payroll across multiple countries. What made it particularly attractive is that it integrates seamlessly with a whole host of popular legacy business applications and leading payroll, HR and financial systems from the likes of Oracle, SAP and Workday. This was important. As a fast-paced public company, ArcelorMittal often needs accurate information quickly for audits.

Through iHCM, ADP provides ArcelorMittal with a payroll solution that's designed for speed, accuracy and efficiency. Following the implementation, ADP is now responsible for delivering all ArcelorMittal's payroll checks, maintaining tax law compliance, recording new hires and editing existing employee records.

"ADPs expertise and professionalism provide us with security," enthused Ari. "The team at ADP couldn't have been more helpful to us. They made it clear that we can contract them whenever we need support, no matter what time of day. Having this type of relationship, especially during the pandemic, was invaluable."

The results

The team at ArcelorMittal feels that ADP has helped to improve employee experience across the organisation. "ADP is very user friendly and provides all an employee's information at the click of a button. This was particularly important when staff were having to work from home. Through the self-service portal, staff were able to change their personal details and manage their own holiday dates," enthused Ari.

With thousands of certified payroll experts and HR professionals across the globe to lean on, ADP has provided ArcelorMittal with the level of support that Ari and her team needed. "It is very reassuring to have the expert team at ADP to support us when needed. They are always very responsive and willing to help, no matter what the request," said Ari.

The team especially welcomed this additional expertise when the furlough scheme was introduced in the UK. "ADP provided support when we needed it the most. If we had tried to navigate the furlough scheme on our own it would have been extremely challenging. ADP provided us with clear guidance on what we needed to do and when. It was invaluable support at a very stressful time," explained Ari.

ADP has quickly become a key partner and solution for ArcelorMittal. "There is nothing not to like. ADP makes our life easier and eliminates mistakes. We haven't had an issue with our payroll in over three years since working with ADP. The team couldn't be more accommodating. They're highly personable and provide service with a smile," added Ari.



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Uma Ari,
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