



European Residential Management (ERESM): High employee acceptance rate after fast implementation of ADP® iHCM

Real estate manager ERESM was looking for a HR system because it no longer wanted to rely on Excel files for its basic administration. Its Canadian major shareholder, CAPREIT, was already using ADP Celergo for its payroll processing. So why not choose a single system for both HR and payroll? ERESM opted for ADP iHCM and quickly witnessed a change in its employees' focus thanks to the new system.

Real estate manager that focuses on the Netherlands

ERESM (European Residential Management) is a real estate manager that, while using 'European' in its name, mainly operates in the Netherlands with its head office in Amsterdam. Its major shareholder is Canadian company CAPREIT, whose main office is located in Toronto. ERESM employs some 60 people and one of them is Minne Polhuis, Delivery Manager — Strategic Projects. What do his day-to-day activities entail? "It boils down to taking care of the organisation internally," he says. "We have grown considerably and want to continue this growth, and this must be effectively managed. The projects I oversee range from the simplest things to major strategic five-year plans."

The challenge: Realising effective basic administration and a single system for payroll and HR

The HR and payroll system was selected as part of a strategic project and, naturally, Polhuis was involved when ERESM went on the lookout for a new HR system. What was the most important criteria for a new system? "Our initial aim was to incorporate our basic administration — which was mainly based on Excel files — into a new platform. And as discussions progressed, a second question arose: Namely, whether it would be possible to manage our payroll activities internally," Polhuis says.

Minne Polhuis
Delivery Manager,
Strategic Projects
at ERESM



Quick facts

-  **Company:** ERESM (European Residential Management)
-  **Headquarters:** Amsterdam, the Netherlands (parent company CAPREIT: Toronto, Canada)
-  **Industry:** Real estate
-  **Employees:** 56 in the Netherlands, internationally approx. 560
-  **Product:** ADP iHCM

Learn more about ERESM at
eresm.nl



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The solution: Fast implementation of ADP iHCM

The existing partnership between CAPREIT and ADP formed the basis for exploring the options available to ERESM to work with a single integrated system for payroll as well as HR. Polhuis says: "I already knew that if payroll activities took place in a platform that featured a front-end system for processing mutations, it would be possible to use the capabilities of this front end to manage everything ourselves. In addition, the organisation wanted the foundations of the solution to be realised quickly. Therefore, it was a no-brainer for me to work with ADP, not only because implementation would be realised easily, but also in terms of costs."

The solution involved using ADP iHCM, which is an all-in-one system for HR and payroll. It didn't take long for ERESM to get started with the new system. "Although we had to switch from outsourced to in-house salary processing, which required supplying extra information, this was still a fast option," Polhuis says. "It is a lot easier to add to existing data rather than starting from scratch and having to implement a new salary administration. In the end, we only spent three weeks on the payroll side of things, and that could be attributed to the training process and not the actual implementation. I have to confess, going live took a further month, but this was because the existing salary processors in Canada were not yet completely sure whether they could manage it all by themselves. They then spent a month running a 'shadow version', where ADP offered additional support so that potential issues could be addressed immediately. Looking back, this was not actually needed because the first month of salary processing took place without errors or the need for assistance. But it's always nice to have this option, of course. Even though more time was required to set up the HR side of iHCM, we only needed a month and a half in the end."

The results: High acceptance rate among employees and focus on the future

What does it feel like to work with ADP iHCM and what are the (first) results that Polhuis has seen? "Actually, it has been more beneficial than we initially thought and hoped," he says. "Besides the basic components, we also implemented Leave Registration and Expense Declaration. The real-time insight into available leave days, and how booked leave days are spread, is extremely useful for both employees and managers. In the past, available leave days were not always correct or up to date, because there is legal and extrajudicial leave, and because some hours had already expired. But everything is now correct and transparent."

ERESM's employees are also pleased with the Expense Declaration module. "You previously had to chase your manager with a form, which you would then receive later down the line, possibly still with errors on it. But you now enter everything into the system and, if the manager approves this info on time, the expenses are simply processed together with your salary," Polhuis says. "This helps to significantly reduce frustration among employees. It's also great for the finance, payroll and HR departments, because they no longer have to get involved. In addition, people say that it's like having a digital personnel card which you can use to find employees, and it looks great. Employees now feel more in control of their own information. That is why the system has been extremely well received."

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The current situation is not the only reason why people at ERESM are satisfied; potential possibilities for the future also represent a major improvement. Polhuis says: "Our people now see all kinds of possibilities for taking new steps in the future. It is nice that the system speaks for itself, and that you don't have to convince people. You realise that you can now incorporate information into a variety of reports and make data-based decisions. This means you can actually start enjoying things, which allows you to shift your focus."

Nonetheless, Polhuis advises companies that want to implement an HR system to not try to do everything in one go. "An important tip that I would give people is to start with the basic processes," he says. "If you come from a situation where you have almost nothing, it is tempting to keep adding extras. This can be regarded as being ambitious, but I believe you will achieve your eventual target a lot faster if you adopt a step-by-step approach. First, make sure that something is implemented and accepted. You can then use this as a basis to explore other functionalities. I think this approach also helps to embed your processes and systems. Next, you can introduce a new module once the sense of acceptance changes to a situation where people think, 'This feels like second nature to us.' If you introduce everything in one go, you're not harnessing the power of what you want to implement. I was pleased that ADP thought the same on this front. It's nice to work with an external partner that shares the same vision."

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