



Company vitals

About ISTOBAL

ISTOBAL is a multinational market leader in the design and manufacture of wash and care solutions for all types of vehicles. With over 70 years' experience, ISTOBAL harnesses innovation and the latest technology to provide products and services that generate high returns for its car wash business, while also offering a positive, convenient and fast experience for users of car wash facilities.

Founded in L'Alcúdia (Valencia, Spain) in 1950, ISTOBAL has remained a family-owned business — currently in the third generation — while running a multinational group that boasts a workforce of more than 900 professionals, 10 subsidiaries and four manufacturing and assembly plants in Europe, the Americas and Asia. More than 70% of ISTOBAL's equipment turnover comes from international sales.

ISTOBAL provides vehicle wash and care solutions using innovative and high-quality products and services adapted to the needs of the automotive, transport and mobility industry. The company works closely with major national and international oil companies, as well as with numerous brands, car dealerships and service centres, transport companies, large stores, car rental companies, public transport companies, and other entities that manage fleets of all types of vehicles.

With an established network of subsidiaries and distributors, ISTOBAL can provide a fast and flexible response to the needs of more than 75 markets worldwide by offering pioneering products and services that are supported by a global commercial team and technical department.

The ISTOBAL Group consists of 10 subsidiaries in Europe, the Americas and Asia, located in Spain, Portugal, Italy, the United Kingdom, Sweden, Denmark, Austria, the United States, Brazil and China. The manufacturing plant in Spain meets global supply needs, and there are three final assembly plants in the United States, Brazil and China.

ISTOBAL is the market leader in Spain, France, Ireland, Turkey, Mexico, Brazil, Portugal, Croatia, Romania, New Zealand and many other countries. It is one of the main European leaders in the vehicle wash and care industry.



Name	ISTOBAL
Industry	Manufacture of vehicle wash and care solutions
Established	1950
Number of employees	900
Website	istobal.com
Solutions implemented	ADP Celergo and ADP iHCM



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Challenges

ISTOBAL is a multinational company with more than 500 employees, so it's obliged to comply with EU Directive 2014/95/EU (Non-Financial Reporting Directive — NFRD), which entered into force in 2018. Creating this report was a complicated process, because each of the company's subsidiaries was using a different local payroll provider to obtain and standardise the information from each country.

Once the report was finished, it was obvious that ISTOBAL needed a global solution to help simplify the data reporting from its subsidiaries, both for the audit process and for the NFRD. The solution would have to meet the following criteria:

- Continue to carry out the payroll process locally.
- Ensure visibility of employee data on a monthly basis.
- Standardise payroll reports to ensure that data is 100% reliable.
- Comply with the GDPR.
- Allow the Finance Department to access all accounting data and payment files, while safeguarding sensitive data.

In December 2019, ISTOBAL signed an agreement with ADP for the implementation of ADP's Celergo solution for multi-country payroll management. As Istobal was already using ADP for multi-country payroll, adding ADP iHCM multi-country HR that integrates seamlessly with this payroll was the quickest, most cost-effective and impactful way the business could meet its payroll and HR challenges.

ADP Celergo offers global managed payroll services by combining best-in-class partner network, technology and service simplifying multi-country payroll, unifying technology and simplifying the payroll management.

One year later, in December 2020 the company decided to extend the scope of the ADP Celergo payroll solution and signed an agreement to implement ADP iHCM, the solution that brings together global payroll and HR, for all its subsidiaries that use ADP as their payroll provider (currently: the United Kingdom, Denmark, Austria, Sweden, Italy, Portugal, China and Brazil).

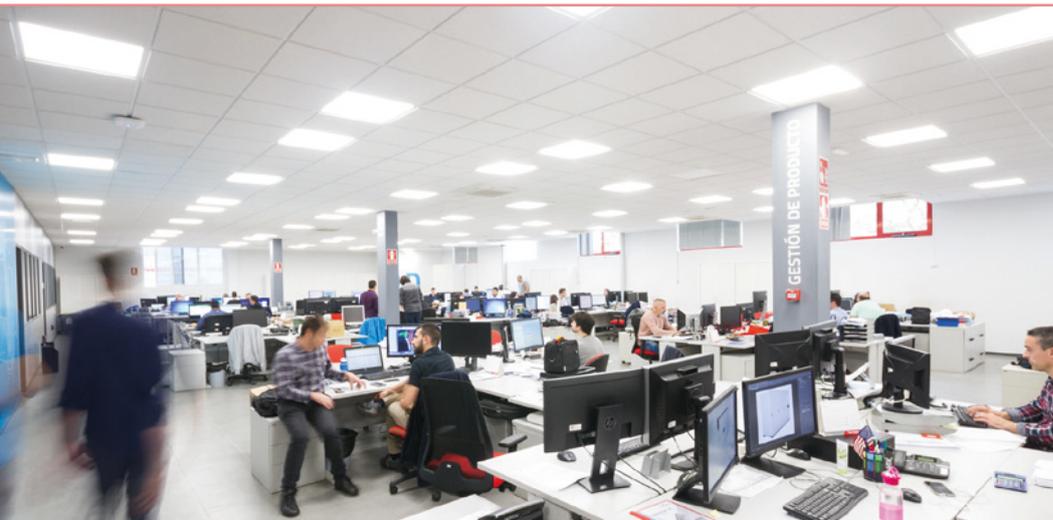
The support we have received from the iHCM team at ADP has been exceptional. Their multicultural team has skills across a range of disciplines and they are dedicated, experienced and committed to success, with a strong focus on providing excellent service to clients. So far, the ADP team has focused its efforts on avoiding duplicate work by extracting all available information to Celergo to configure the payroll and HR solution, ADP iHCM.



Working on the implementation of ADP iHCM has been a great learning experience for the organisation. The transition was seamless, starting with unifying our payroll system and moving on to the automation of our processes. We have high hopes for the user-friendly platform that we're using. Over time, its functionality will keep improving, and it will continue to help us manage our people worldwide. The best thing about this challenge is that we've had the support of a great team.

Begoña de Torres

ISTOBAL Human Resources Department



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Being an early adopter is always a challenge. At ISTOBAL, we've risen to the challenge with energy and determination, safe in the knowledge that we can rely on our partner should any difficulties arise. It's also an opportunity for us to learn and improve.

Impact

ISTOBAL carries out a huge number of tasks, and these solutions allow us to automate processes, reduce the administrative workload and cut back on using Excel files to manage processes. Thanks to these solutions, we can make better decisions, guarantee that information is transparent, standardise data more easily, and improve our response times to internal and external (audit) regulation changes.

Begoña de Torres

ISTOBAL Human Resources Department

ADP iHCM has had an impact across the business:

- 1. At a central level:** the complete availability of information allows ISTOBAL to define KPIs more effectively.
- 2. At the subsidiary level:** ISTOBAL can automate and digitalise processes to reduce the volume of paper-based procedures, which reduces the administrative workload. Employees are able to keep an eye on data related to each of their colleagues from their first day at the company until their last, including tracking any promotions and pay rises an employee may earn, monitoring absences and managing annual leave, etc.
- 3. At the employee level:** the cloud-based system — which is mobile compatible — allows employees to access the system anywhere, on any device. At the click of a button, users can access all the information related to their payroll and other aspects of their work.

Lastly, the solution further strengthens GDPR compliance and protects sensitive data related to payroll.

People, along with customers, are the most important part of the business. That's why it's important for ISTOBAL to have comprehensive and accurate information to help make the right decisions.



We are delighted that ISTOBAL entrusted us with making changes to how they manage payroll and human resources worldwide. Working with their team was a straightforward, agile and transparent process. Since this project began in 2019, we've worked with the objective of improving all processes related to payroll and human capital. The implementation of ADP iHCM will massively benefit users, and it will also result in significant time and financial savings.

Tom Hobson

General Manager ADP iHCM



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