



Unifying Human Capital Management Systems to Support Business Growth

QA

AN INTERVIEW WITH **Bob Kovacs** • Vice President of Total Rewards • Compass Group USA



Compass Group USA

FOUNDED: 1994

WHO WE ARE:

A contract food service, vending, and facilities support services company

NO. OF EMPLOYEES:

More than 200,000 associates in the U.S.

1. WHAT IS THE STRATEGIC HR VISION FOR COMPASS?

BOB: We're growing in the U.S. market about a billion dollars a year. That adds a lot of associates to our payroll and benefits and the HR administration space. Our challenge is to attract and retain qualified talent, and to transition HR towards being much more aligned with business. What do our operators need? What's the talent acquisition, training, and development plan?

2. WHAT STOOD IN THE WAY OF REACHING THAT HR VISION?

BOB: Over time, we've bought and implemented different software solutions — one for payroll, one for benefits, one for recruiting, one for talent management. Before you know it, you've got twenty different systems within just the HR technology space. It's a challenge to manage all those vendor relationships and to get those systems to talk to each other.

3. WHAT ARE YOU DOING TO HELP ENABLE THAT VISION?

BOB: Compass Group is one of the largest employers in the U.S., so we've learned our lesson about doing business with smaller vendors who may be out of business in a few years or go through a lot of acquisitions. We made a conscious decision to bundle a lot more services with ADP.

4. WHAT ROLE DOES THE RELATIONSHIP MANAGER PLAY WITH REGARDS TO COMPASS?

BOB: One of the key deliverables of ADP is service and responsiveness. The way they're organized with the relationship manager gives Compass one point of contact with a very responsive team of people that meet deadlines, costs and quality initiatives.

5. WHY IS ADP THE BEST HCM SOLUTION FOR COMPASS?

BOB: We selected ADP based on their reputation and their experience. They've been in business a long time. They're a very large company like we are, so they have the depth and the breadth to stay with us as we continue to grow rapidly, and they have a lot of different technology solutions. They seem to be an organization that is investing heavily in technology, so they're on the cutting edge of what human capital and HR executives need.

6. WHAT SOLUTIONS DOES COMPASS USE FROM ADP?

BOB: Compass Group started almost ten years back with a benefits enrollment solution with ADP, but it has changed dramatically over the years. We revisited vendors that we had outsourced to for flexible spending, dependent care, commuter benefits, dependent verification, etc. We found a real opportunity to bundle those all together with ADP, rather than bringing in different files and transmitting a lot of data.

6. HOW HAS ADP HELPED YOU ACHIEVE YOUR HR GOALS?

BOB: We've been a partner with ADP for ten years now. It's an ever-changing and growing relationship. They have delivered on all of their promises, most importantly on the benefits administration side. They've hit implementation targets where we have had specific deadlines, and we could not be delayed. When ADP commits to implementing a new product for us or delivering a new service, we're confident that it will be delivered on time and under budget.

Watch a video interview with Bob Kovacs at
www.adp.com/CompassGroup
