



Outfitted for success with innovative HCM



Erik Quade
CIO



Jaheida Sanchez
VP, HR



Mike Davis
Senior Manager of HR
and Payroll Systems

Quick facts



Company: Tillys



Headquarters: Irvine, CA



Industry: Retail



Employees: 7,500+



ADP products: ADP Vantage HCM®,
ADP Workforce Manager



Always Designing
for People®

With 248 locations in 33 states across the U.S., Tillys is a leading destination specialty retailer of casual apparel, footwear, accessories and hardgoods for young men, young women, boys and girls with an extensive assortment of iconic global, emerging and proprietary brands rooted in active, outdoor and social lifestyles.

Goals

- Support and engage its workforce with innovative, consumer-friendly technology
- Streamline processes and continuously optimize HCM solutions

Outfitted with innovation

As a specialty retailer, Tillys workforce is highly seasonal. Employee counts can fluctuate significantly, ranging from a low of 5,500 to a peak of around 8,000 during busy periods, such as back-to-school and the holidays. Having the right HCM technology to effectively manage seasonal fluctuations is crucial for Tillys' success. Rapid growth further compounds the need for an HCM solution that can scale accordingly.

Always on a quest to increase efficiency, Tillys started by eliminating manual processes. This involved automating tasks like garnishment processing, transitioning from paper-based performance reviews and replacing spreadsheet-based compensation management by streamlining these processes within their HCM system.

The next step was to automate benefits enrollment for open enrollment as well as for new hire enrollments. Now, employees can log in anytime and complete their enrollments without needing a benefits team member to assist them through the process. All of the information is in one place with guided prompts that make it easy for employees to select their benefits. Benefits reconciliation is handled by ADP, as well. Jaheida Sanchez, VP, HR reflects, "With the tools that ADP has provided, we've been able to eliminate a lot of manual labor. I remember the days when I had to go bill by bill trying to reconcile our benefits. It took hours, and in some cases days, to reconcile all of our benefit expenses. Now ADP handles that for us seamlessly. The only thing I have to do is hit the 'approve' button."

By automating the I-9 process through their HCM system, Tillys has been able to improve compliance. Senior Manager of HR and Payroll Systems, Mike Davis, recalls, "I came from a time when everything was paper and it was really difficult to maintain compliance on I-9s. When we implemented ADP's electronic system, it was a game-changer for us. It radically improved our compliance and made things easier for managers to process new hires."

Always focused on continuous innovation, Tillys continues to push the limits by taking advantage of all the functionality within the system. APIs found in the ADP Marketplace help Tillys integrate HCM data with other systems downstream. For example, using an API, they streamlined their terminations workflow to help ensure compliance with state regulations when it comes to separation and final wage payments.

Consumer-grade technology is always in fashion

Demographically, Tillys tends to have a younger workforce and they understand that for these workers, technology has always been at the forefront of their daily lives and can be the differentiator in hiring. CIO Eric Quade explains, "Technology plays a critical role with our workforce. We have a very young workforce and they've been raised with a cell phone in their hands since day one. If we cannot provide them with the technology that they need, they're going to look elsewhere."

The ADP mobile app equips Tillys employees with easy-to-use tools and technology to quickly address their needs so they can be focused on sales and service, and not on administrative processes. The app provides a 24/7, self-service portal where employees can access their paychecks, make real-time changes to their address or direct deposit, request time off and more without having to contact their manager or someone in HR. The app also provides managers the ability to make real-time changes to their employees' data, approve time-off requests, make schedule changes and more.

Sanchez remarks, "Employee self-service has been transformative for us. The feedback that we've received about the ADP mobile app is that it's really easy to use. It's visually appealing and doesn't overwhelm them, making it easy for them to adopt — and that's a huge win for us."

Taking inventory on results

By leveraging their HCM technology, Tillys has been able to reduce manual work for HR and payroll practitioners and limit the amount of headcount they've had to add to the HR and payroll teams. Furthermore, eliminating data entry has given the team time to focus on more strategic initiatives.

Another savings came from an 80% increase in direct deposits, which not only saves money in check printing and postage, but has made it easier to ensure employees get paid regardless of extreme weather events that previously would have delayed paycheck delivery.

“

Employee self-service has been transformative for us. The feedback that we've received about the ADP mobile app is that it's really easy to use. It's visually appealing and doesn't overwhelm them, making it easy for them to adopt — and that's a huge win for us.”

—Jaheida Sanchez,
VP, HR



Always Designing
for People®

Innovation and service outfits Tillys for success

Tillys has been partnering with ADP for 32 years and Quade says great service and continuous innovation are the keys to their success. "We strive to work with partners on the forefront of the technology. We also look for partners that are willing to listen to us, hear where our gaps are and work to find ways to solve those challenges within their tool set. They (ADP) are innovating; they are helping us look at things that we never knew were even available. We find that every conversation that we have, we learn something new."

On winning the Innovation at Work award

Each year at ADP Meeting of the Minds, the Innovation at Work award is presented to an organization that demonstrates a commitment to driving workplace innovation. Tillys was selected for continuing to strategically think outside the box to improve processes and their overall employee experience through advanced HCM technology.

Sanchez states, "I think innovation has always been top of mind for us. Our partnership with ADP over the past 32 plus years has been quite the journey and it feels incredible to be recognized as a partner."

Davis adds, "I really train my team members to take a fresh look at what their process is, what they're doing and find ways to make things better. We were in a tough spot with so many manual processes and so much paperwork. Being where we're at today and looking back, it is amazing. Getting recognized by ADP really means a lot to us and is validation for our hard work."

"We are very excited and honored to have won this award. We've been strategic in finding new ways to streamline processes, reduce costs and provide value to our employee base," emphasizes Quade.

“

We are very excited and honored to have won this award. We've been strategic in finding new ways to streamline processes, reduce costs and provide value to our employee base.”

—Erik Quade,
CIO


MEETING
of the MINDS

HCM DISTINCTION AWARDS
Innovation at Work



Always Designing
for People®