

Teva Pharmaceutical: Putting people first



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Director of Payroll for
the Americas








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for North America

Quick facts

-  **Company:** Teva Pharmaceutical Industries Ltd.  **Industry:** Pharmaceutical
-  **Headquarters (NA):** Parsippany, New Jersey  **Employees:** 40,000
-  **Award:** ADP® Meeting of the Minds 2022 Client Award for People at Work
-  **ADP products featured in this story:** Enterprise HR®, Enterprise eTIME®

A people-first approach

Carlos: The culture at Teva makes it a phenomenal place to work. By growing through mergers and acquisitions, it has brought together many different ideas, styles and people. We understand the importance of our employees to our company; we can't do anything unless we have great people who are motivated to behave in accordance with our values and pursue our mission of helping our patients have longer and healthier lives. So, we focus a lot on our people and helping them grow, develop and become better each day. We try to hire from within and make sure they're prepared for those jobs and have state-of-the-art technology they use to get those jobs done.

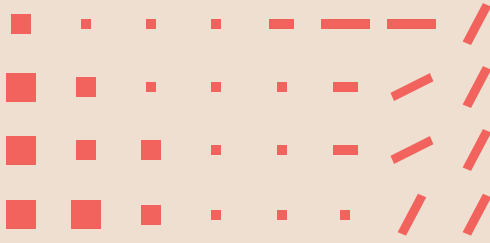
Domenick: We want to make sure we take care of our people all the way from the hiring process to the end of their employment with us and beyond. One way we do this is by empowering them with tools to have all their information in hand. They feel like they've been satisfied, not only through their tenure here, but even outside of that.

As a global pharmaceutical leader that provides affordable medicine to over 200 million patients and employs 40,000 people worldwide, Teva Pharmaceutical is known for its caring culture. Learn why this inspiring organization won the ADP People at Work award, and how partnering with ADP helped Teva put people first through tools like Enterprise HR, Enterprise eTIME, ADP Mobile and more.

Learn more about
Teva Pharmaceutical at
tevausa.com



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for People®



Why ADP

Domenick: In 2018, we started looking at vendors. We looked at ADP. We looked at Kronos. We looked at other providers for time and attendance. What led us to choose ADP was the ease of integration and the support they provide. We made the change to leave the provider we had and partnered with ADP across the globe because the common goal between us was to get our employees tools they didn't have, and ADP offered one comprehensive solution. [ADP's Enterprise HR](#) is a blast — it has all the tools, bells and whistles ... anything we need to be successful in delivering the final product to our employees. For us, it was a huge win.

Empowering employees with self-service

Domenick: Before we had self-service, it was frustrating for our employees and HR team because people needed answers, and the number of tickets with our HR team was high. Now, with the ADP portal and mobile app, our employees can look at their pay and tax statements, request time off and be empowered to do everything they need to without relying on a human being on the other side. We hear they don't need us anymore, which is great. We can use the tools ADP provides to do more important things.

Dan: ADP products have been very helpful for both managers and employees. Our employees like that they can easily look at the ADP app on their phone and not have to worry about going online. And for our HR and payroll teams, this has made their jobs easier. They get less questions from employees, which enables them to spend more time and resources focusing on other areas to support and help our employees.

It was very important during the pandemic to ensure people felt they had an experience that was easy for them and fit with the need at the time. Enterprise eTIME was very instrumental.

Dan Lawlor
Senior Vice President
of Human Resources

Saving time and costs with Enterprise eTIME

Carlos: [Enterprise eTIME](#) helped improve many issues, as there were many limitations in our previous processes. For instance, we had a very manual time and attendance process. We used digital clocks and people would scan in, but at the end of the day, somebody needed it to aggregate and approve that data. We had people working on Sunday mornings to approve timesheets so payroll could be paid on Monday. And if an employee needed to know their PTO balance, they had to wait until they received a statement. It was not efficient.

Domenick: We've saved by switching to Enterprise eTIME. It features self-service capabilities that empower employees to enter their own time, whether it's on a time device, at a manufacturing plant, or in the ADP portal or mobile app. Enterprise eTIME has changed not only the payroll department's life, it has changed the HR team's life; if we need to charge something to a different department, we can do that right on the fly through ADP.

ADP's help during pandemic

Domenick: Without ADP, COVID would've been a challenge for us. My team would have to go into the office every day to process payroll in person. Now, we can do payroll remotely from anywhere in the world with the help of ADP by accessing it on the cloud, and the employees still get paid and have access to the information they need.

Carlos: One unique aspect of being a company that fills one in every 14 prescriptions in the United States every year is that we cannot stop. ADP was instrumental — and still is — to keep our employees safe during the pandemic. We needed to start tracking the vaccination status of our 6,000 employees in the United States, as most of them had to keep going to the labs or manufacturing facilities. ADP has a free tool for clients called "Return to Work" to track employee vaccination statuses that we deployed. We're still using it today — it's amazing.

Dan: It was very important during the pandemic to ensure people felt they had an experience that was easy for them and fit with the need at the time. Enterprise eTIME was very instrumental. We were also delighted to have the vaccination tracking tool from ADP. It was simple, accurate and easy to use. On behalf of the whole HR department, it took a lot of worry off our minds that we had a partner with a solution we could implement quickly. Plus, it was easy for our employees to use it because they already were familiar with the technology and trusted it.

Connecting through ADP technology

Dan: We're a very large company — 40,000 employees globally — so that adds a lot of complexity. Within our workforce, we have scientists at the front end of the process, creating and inventing new medicines. Then we have employees in our facilities manufacturing these medicines. And then we have a whole commercial organization selling and promoting our products, plus the support functions such as HR and legal. So, one of the challenges of having such a diverse, global workforce is creating a one Teva culture and ensuring we're all aligned on our purpose, our mission, and our values. Through ADP technology and other tools, it's enabled us to stay better connected despite our size and our span.

Carlos: We have great platforms for people management, and ADP is a big part of that. It's helped us understand what's going on and how our employees are working together. With people working remotely around the world during this pandemic, we needed to bring them closer. We quickly implemented a number of tools to make sure people could see each other and interact. One of the things I hope we keep from the pandemic is that it made us all more human, and technology facilitated that.

For anyone that's not an ADP client asking, "How do I make my employee experience better? How do I enhance people's lives? How do I work better with vendors?" You have to have a solid product, and ADP is just that.

Domenick Gramuglia

Director of Payroll for the Americas

With ADP, I can engage in a conversation with somebody in service that has the expertise or ability to find what I need. They understand the importance and the urgency, and they go the extra mile to provide that information.

Carlos Benitez
Senior Director for the North America People Office

Second-to-none service

Domenick: Outside of Teva, I've been an ADP client for a long time, but I've also worked with other vendors. ADP service has phenomenally evolved over the years. It is second to none. They give you the tools not only to be self-sufficient with service in the portal, but also the experience to back that up. When you do make a phone call, they're there. The service is just outstanding. I'm not saying this because it's an interview; these are facts.

Carlos: I've used ADP in many different companies I've been in, and they've always been there. The data is correct. The data is efficient. I can use it to really understand what's going on. And in environments I didn't have a large-enough HR staff, ADP was there to answer my questions and make sure their expertise was used to help us do the right things. With ADP, I can engage in a conversation with somebody in service that has the expertise or ability to find what I need. They understand the importance and the urgency, and they go the extra mile to provide that information.

Winning the ADP People at Work award

Domenick: Teva has empowered our team to work this hard, and you reap what you sow. The reward is winning this People at Work award and knowing we've changed people's lives. It validates our hard work and our partnership with ADP.

Carlos: When I heard about ADP recognizing Teva with the People at Work award, I felt pride. One of the values of Teva is making our families proud, and this was one of those moments where our families feel what we do at Teva is important for the world, and it's important for them.

The power of a great partnership

Domenick: For anyone that's not an ADP client asking, "How do I make my employee experience better? How do I enhance people's lives? How do I work better with vendors?" You have to have a solid product, and ADP is just that. Along with their solid product, once you implement, it's not where it ends — it's the service you get after the implementation.

We have a phenomenal, close-knit relationship with ADP. They keep us abreast of what's going on in the marketplace — what's out there, what's coming and how we can benefit from new products or upgrades to existing products. We work well together because the common goal is to deliver to our customers. That could only work through a great partnership with ADP.

Put your people first with help from ADP. Get the tools you need to help your teams thrive.

Enterprise HR: ADP Enterprise HR provides outsourced enterprise payroll and HR, plus customization, insights and seamless integration with ADP products.

Enterprise eTIME: Create employee schedules or track time, attendance and leaves with ADP® Enterprise eTIME.

ADP Mobile Solutions: ADP Mobile Solutions provides secure and convenient HR and payroll data and self-service tools for simple, anytime access across devices.

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