



ADP and RSM McGladrey Financial Process Outsourcing (RSM FPO) are the Featured Menu Combo for Burger King® Franchisee

Business Impact

- Streamline Financial Management Processes
- Improve Employee Retention
- Reduce Labor Costs
- Improve Tax & Regulatory Compliance

"We rely on ADP and RSM McGladrey to help us get to where we need to be with our payroll and financial processing. Running a profitable business that attracts repeat customers is up to us."

C. James, President and Owner
C. H. James Restaurant Holdings
Deerfield, Illinois

Company Background

C. H. James Restaurant Holdings LLC owns and operates 40 Burger King fast-food restaurants and manages three additional Burger King restaurants, all in the Greater Chicago area. Headquartered in Deerfield, Illinois, the franchisee employs 1,200 full- and part-time employees.

The Challenge: Streamline Financial Management Processes

Building Solutions Internally Provides No Competitive Advantage

"When we acquired the stores, they weren't using computerized accounting and payroll systems. Most store managers were operating with handwritten ledgers," recalls franchise owner and president, Chuck James. "To run a business well," he adds, "you need real-time access to data."

The Challenge: Improve Employee Satisfaction and Retention

Lowering Turnover Improves Service and Repeat Business

Store managers were bogged down in error-prone manual processes, including payroll input. Inaccurate paychecks have a way of resonating in far-reaching ways. "Happy employees make happy customers and happy customers become repeat customers," notes James. "Automating payroll was the best way to control the quality of payroll. So it was a must-do for us."

The Challenge: Reduce Labor Costs

Automating Payroll Processing Reduces the Cost of Payroll Administration

The franchisee inherited an in-house proprietary system. However, payroll was collected manually from each restaurant and then keyed into the system for processing. Six people at the administrative level were involved in payroll processing, adding to the cost of administration.

The Challenge: Manage Employment-Related Regulatory Risks

Outsourcing to a Quality Service Provider Saves Money, Minimizes Filing Errors

"Accurate and timely payroll tax filing is critically important," says Mike Nicholas, Chief Financial Officer of C. H. James Restaurant Holdings. "Finding the right provider that has a reputation for accuracy and will assume the administrative risks of tax filing for you is far better than managing it yourself."

The Solution: Managed Accounting and Payroll Services from RSM McGladrey and ADP

C. H. James Restaurant Holdings decided to leverage the benefits of an integrated business process solution from two well-respected market leaders – ADP for payroll, and RSM McGladrey for financial process outsourcing. Managed Accounting and Payroll Services was just what the restaurant franchisee needed: streamlined financial management processes and automated accounting and payroll functions.

"For us to go out and have spent hundreds of thousands of dollars to build a state-of-the-art accounting and payroll system would have been sheer overkill," James emphasizes. "Instead, RSM FPO guides us through the bill-paying process and financial statement preparation. ADP processes our payroll and tends to the payroll tax filing. Both of these companies are great resources that stand behind their products and services."



The business
behind business®

Because each restaurant manager is responsible for payroll, labor and other costs, access to data up and down the line is critical to this business of 1,200 employees. "Accurate data helps a business be where it needs to be," says James. "ADP and RSM FPO have taken us out of report-making mode and into the world of information analysis."

CFO Nicholas adds, "With RSM McGladrey and ADP managing our most sensitive business information, I come away each day with a sense of confidence and internal control because I am managing the business, not the tasks. Most important, I know ADP and RSM FPO are aligned with our objectives. I don't feel like I'm dealing with two separate organizations."

ADP manages the payroll process for C. H. James Restaurant Holdings. The centralized team ADP dedicates to servicing RSM FPO accounts proficiently collects data, labor hours and tax deposits for fast and accurate processing. The robust benefits:

Streamline and automate workflow processes:

ADP offers industry-leading payroll management solutions that can help clients gain greater control over this major cost center. Many companies find that they are able to increase efficiency and reduce indirect costs for payroll and related processes up to 50% with ADP's help.*

Virtually eliminate administrative time associated with payment reconciliations:

Rather than having 150 transactions to reconcile, ADP will consolidate the entire payroll liability into two transactions: one for paper checks and one for direct deposits and paycards.

Minimize tax liability and maximize tax

savings: For more than 55 years, ADP has been helping employers mitigate their compliance risks. More than 500,000 companies currently use ADP tax and compliance services to help assure their operations comply with regulatory and tax codes, while decreasing the administrative burden on their staffs.

Real Success

Focusing on Core Competencies

"To succeed in your business, you have to determine your core competencies and focus your time and energy on your own core business and operational metrics," says James. "My interest is in driving the operational excellence at my restaurants, not processing payroll and other functional tasks."

Return on Investment

RSM McGladrey Financial Process Outsourcing and ADP have helped to significantly reduce administrative costs at C. H. James Restaurant Holdings.

"Our six-person administrative office is down to two people. It costs less to do payroll with ADP than it would on an in-house proprietary system that we would have to staff, maintain and update," states James. "Using ADP payroll, our managers can put more time where it's needed – managing their employees and their restaurants."

The franchisee, who has been in the food industry since 1985, shares a clear picture of what his business should and shouldn't do each and every day. "We serve hot and fresh food with fast and friendly service in clean and safe restaurants," concludes James. "We rely on ADP and RSM McGladrey Financial Process Outsourcing to help us get to where we need to be with our payroll and financial processing. Running a profitable business that attracts repeat customers is up to us."

* ADP PricewaterhouseCoopers Study, 2004.



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About ADP

ADP has more than 50 years of experience providing employers with business solutions such as Payroll, HR and Benefits Administration. ADP solutions focus on making businesses more productive by reducing costs, increasing productivity and, most importantly, standing ready to grow with your business. With the widest range of powerful, cost-effective solutions, only ADP can offer your business the flexibility it demands to grow and prosper – whether you have one employee or hundreds of thousands. And you can count on ADP for unparalleled compliance support and the most qualified and accessible customer service in our industry.

ADP's Major Accounts Division was created to address the unique business needs of mid-sized companies. We offer accurate, convenient and reliable solutions that can help you to:

- Control Benefits Costs
- Improve Employee Retention
- Reduce Labor Costs
- Improve Tax and Regulatory Compliance

About RSM McGladrey

RSM McGladrey Financial Process Outsourcing is a nationally recognized leader in providing accounting services to the restaurant industry and is a subsidiary of RSM McGladrey, Inc. Combined with McGladrey & Pullen, they are the 5th largest provider of accounting, tax and business consulting in the United States. RSM McGladrey FPO offers a complete accounting solution including financial reporting, accounts payable processing, sales and deposit verification/reconciliation, fixed assets accounting and sales tax returns.

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