



QA

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AN INTERVIEW WITH : **BOB KOVACS** • Vice President of Total Rewards • **Compass Group North America**

ADP: Could you please introduce your company?

BOB: Total Rewards for Compass Group USA has over 215,000 associates in the US and Canada and 500 to 1000 associates globally. Compass Group is in the contract food service, vending, and facilities support service business, with over 18,000 accounts in the US.

ADP: What is the strategic HR vision for Compass?

BOB: We’re growing in the US 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 towards HR being a much more aligned with business. What do our operators need? What’s the talent acquisition, the training, and development?

ADP: 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.

ADP: What are you doing to help enable that vision?

BOB: Compass Group is the 11th largest employer in the US, 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.

ADP: 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, it’s one point of contact for Compass Group to go to for a very responsive team of people that meet deadlines and meet costs and quality initiatives.

ADP: 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.

ADP: What solutions does Compass use from ADP?

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

ADP: How have you worked with ADP regarding the ACA?

BOB: Compass Group made a decision that in 2014, we were going to offer all new medical plans that were compliant and affordable. ADP was our partner in meeting all of our time lines for an annual open enrollment. We also partnered with ADP on an outsource Call Center support to complete that enrollment.

ADP: 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. Probably most important on the benefits admin side is they’ve hit targets that we have specific deadlines and implementation, and we cannot 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.

**COMPASS GROUP
FOUNDED: 1941**

**WHO WE ARE:
A British multinational
contract food service and
support services company**

**NO. OF EMPLOYEES:
507,000**

**HEADQUARTERS:
Chertsey, Surrey, England**