

Contract Administration improves customer experience with IFS

Contract Administration, a Polish-based company specializing in the outsourcing of HR and payroll administration, implemented IFS to streamline its customer service processes.



Diverse markets, specialist expertise

Contract Administration, founded in 1991, provides outsourcing services for HR and payroll processes. The company has four offices located in Poland (Warsaw, Wrocław, Łódź, and Cracow), two in the Czech Republic (Prague and Brno), and one in Slovakia (Bratislava). In Poland, Contract Administration has more than 500 clients in enterprises of various sizes operating mainly in the manufacturing, finances, and services sector.

Growing demands

Before it implemented IFS, Contract Administration used an ERP solution from a different supplier. The company decided to implement a new ERP system to regain control over its processes and to be agile enough to adjust its services to the diversified requirements of its clients.

“Our clients’ demands and expectations are constantly growing. These include being able to create their own reports, have real-time access to data, or be able to independently handle HR using our ERP system. This forces us to be more flexible in the services we provide,” says Magdalena Aleksandrowicz, CEO of Contract Administration in Poland, Czech Republic, and Slovakia. “Many of our clients were reluctant to accept the licensing terms for our previous ERP system for financial reasons. The costs of sharing the system, partially to be paid by the client, were too high. Hence, we needed to find another ERP solution that would combine the necessary agility with acceptable costs.”

About Contract Administration

Contract Administration is one of the leading Central European companies providing outsourcing services for payroll and HR administration. In four offices in Poland and three offices abroad, the company employs over 200 specialists in the field of HR and payroll outsourcing. Contract Administration offers specialized services in payroll calculation and HR administration using systems that provide customers with real-time data access. At present, Contract Administration provides its services to over 500 clients, including Capricorn, Colgate-Palmolive, Coty Polska, Ford Polska, Luvena, OKI Systems (Poland), Toyota, and Velux.



Implementation of IFS

Contract Administration needed an economical and effective, highly agile and advanced ERP system. The process of searching for the most appropriate solution on the market took almost a year. “We have visited many Polish reference companies. In the final phase of the analysis, we considered three competitive solutions, from which we chose IFS . One of the factors influencing our decision was the fact that many of our clients use this solution in their basic business activities. We also liked the fact that the supplier has a presence in Poland,” Aleksandrowicz comments.

Due to the need to ensure the continuity of services provided by Contract Administration for hundreds of clients, the time frame for the implementation of IFS was very limited. The key issue in this project was to provide more efficient business processes—a critical requirement—which meant taking into account numerous indicators, in particular payroll calculation time. IFS was implemented in a very short time. “Within a year, we managed to migrate 11 of our clients to IFS . Preparing them for implementation and migrating all data within such a short time was more than just a challenge,” Aleksandrowicz emphasizes.

The implementation of IFS software in Contract Administration included IFS Human Resources™ and IFS Payroll™. They are used by 105 users—both employees and client-side users—for independent handling of HR-related operations.

Flexible and efficient services

IFS meets all the business requirements of Contract Administration. By using it, the company can handle enterprises of various sizes and needs.

The clients have access in real time to the information they need. Moreover, companies that make use of the sharing capabilities enabled by the solution can independently handle specific operations related to HR management.

“The system is very flexible and is highly configurable. Users appreciate the advantages of the user-friendly and intuitive interface. From the perspective of our IT department, it is vital to be able to independently introduce new software components and additionally parametrize the system according to the current needs of the users,” explains Agnieszka Frommholz, Group IT Director.

The flexibility of IFS makes it easy to tune the solution to the specific needs of a particular client. The system has enhanced work efficiency on an operational level, as employees are able to independently perform simple configurational operations without the need to engage IT department.

“IFS allows us to offer attractive and advanced services, including co-sourcing. Entrusting tasks related to managing specific stages of the business processes to a reliable partner, such as Contract Administration, is beneficial for our partners not only in terms of economy, but also allows their employees to focus on what really matters: on the critical operations of the company. Such cooperation makes it possible to save time and money,” Aleksandrowicz concludes.

Benefits seen using IFS

- Greater operational agility
- Higher work efficiency
- Ability to provide advanced services
- Easy and effective cooperation with clients
- Lower system maintenance costs



Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our web site, ifs.com

