



Case Study

ZIONS BANCORPORATION

The business need

Zions Bancorporation ("Zions") was looking to improve on labor resourcing, while relying less on paper to conduct day to day employee payroll and human resources information changes. With numerous divisions in many states, processing any additions or changes to this information relied on the flow of paper amongst numerous people and offices.

Zions required a self-service solution that interfaced seamlessly with their self-hosted HRMS – ADP Enterprise. Zions chose **cfactor**® for its flexibility in integrating with not only their premise-based ADP Enterprise system, but with other existing systems as well.

Zions' primary business needs to address included:

- Reducing the amount of data entry required to process payroll and HR transactions
- Providing employees with the ability to manage and update their own payroll & HR information, including viewing pay stubs online
- Cutting down on the amount of paper that is used in an effort to 'go green'

“ Something that was very evident to me right from the very beginning is that **cfactor** provides world-class customer service. You can't say that about all IT providers. ”

Jeff Hansen
Sr. Vice President /Corporate HRIS Director

The solution

Through **cfactor**'s Software as a Service (SaaS) deployment model, Zions chose to roll out self-service in phases: The first phase delivered core payroll/HR self-service for employees, while the second phase drove manager self-service capabilities across Zions' multiple business units. The solution provided an integrated company wide system that was still able to incorporate the unique needs of each unit.

About Zions Bancorporation

Zions Bancorporation is one of the premier financial services companies in the US. Under local management teams & community identities, Zions operates over 500 full-service banking offices in 10 States. In addition, Zions is a national leader in SBA lending, public finance advisory services & agricultural finance.

building communities
out of companies®



Subsequent project phases have primarily focused on Zions leveraging **cfactor** to provide a more engaging, efficient, and comprehensive onboarding experience for new employees. Once new employee data is sent to **cfactor** through an interface from Zions' applicant tracking system (Taleo), an employee ID number is automatically generated and a series of automated workflows are triggered to the appropriate stakeholders in the organization. These workflows facilitate key tasks such as materials/equipment provisioning and collection of key employee information such as addresses, federal and state tax withholding amounts, and I9 verification.

A project is currently underway that will result in automating the sending of completed I9's through to the Department of Homeland Security's E-verify system.

The bottom line

Zions was able to immediately begin realizing **cfactor's** benefits and forecast significant long-term returns:

- Significant labor cost savings through the elimination of 4 data entry positions
- A reduction in the number of hand-keyed transactions by upwards of 25% per month through the rollout of employee self-service alone
- Dynamic, personalized branding for Zions' multiple business units
- Online employee access to pay stubs saving Zions up to \$40,000 annually in printing and distribution costs
- Automation of key components of the hiring and onboarding process, reducing new employee setup times allowing them to become productive in a shorter time frame
- More seamless onboarding of corporate acquisitions through standardization of business processes and communications throughout the enterprise. Through role-based workflow, **cfactor** provides Zions with the ability to automate not only the collection of key new employee data, but also acknowledgment of company, division, and regulatory policies.

cfactor allows Zions to save significant time and money, while allowing the company to become more environmentally conscious by reducing the amount of paper used in the organization. Zions' implementation of **cfactor** Employee & Manager Self-Service provided in excess of 100% return on investment in less than 1 year.

“Because our employees found it so much easier to update information themselves using **cfactor**, we saw a notable increase in the number of personal information updates – such as address and emergency contacts. Essentially, this will help us to ensure our employee data is efficiently managed and is current.”

Dennis Burns
Assistant Vice President /
HRIS Manager

“Delivering paperless pay advices alone is saving us up to \$40,000 per year.”

There are other measurable savings that will result in a return on investment in approximately 1 year. For example, when an employee comes to work for the first day they'll be ready to work. We can pre-order a personal computer, office space, network logins, etc., so the cycle time for getting an employee up and running effectively is dramatically reduced.

Jeff Hansen
Sr. Vice President /Corporate HRIS Director

building communities
out of companies®

ADP and ADP Enterprise are trade-marks of AUTOMATIC DATA PROCESSING, INC. ADP is not associated with cfactor Works Inc. and any references to ADP or AUTOMATIC DATA PROCESSING, INC. should not be viewed as an endorsement by AUTOMATIC DATA PROCESSING, INC. of any product or service offered by cfactor Works Inc.