

## CASE STUDY

### IGA MT EVELYN

“This industry is fiercely competitive – it’s not what you make, it’s what you save”

Tony Ingpen,  
Operations Manager, IGA, Mt Evelyn, Franchisee

#### ABOUT IGA MT EVELYN

IGA Mt Evelyn, a family run business and a flagship IGA store, run by father Jim Ingpen and sons Gemmell and Tony Ingpen. Together, this ambitious trio dream to be able to run their business by computers whilst living anywhere in the world, preferably warm and tropical. Asserting that the business was never intended to be reliant on any one member of the family, Tony insisted it was important that the business be designed in a way that it would be there to support them all, no matter what – after all family comes first.

Jim first purchased the Mt Evelyn store as “Big Star” grocery in 1973. Purchasing the competitor grocery store beside his, Jim made many banner changes as the store grew larger from Rite-way to Super Right to SSW to Foodtown and finally selecting the IGA banner. Taking over 13 years, Jim’s vision to build a new store became a reality and the new IGA Mt Evelyn was opened in July 2000.

After many years of service within the grocery and liquor

market, Jim was inducted into the prestigious IGA Dr Thomas Haggai Hall of Fame in August 2005. Jim celebrated this amazing achievement with his family at the annual IGA conference.

#### MAKING THE CHANGE – FOCUSING ON CORE BUSINESS

According to son Tony, much of the success of the business has resulted from outsourcing as much as possible, allowing Jim, Gemmell and himself the opportunity to focus on the primary tasks. Tony recognised that while he may be able to handle all aspect of the business, he cannot afford the time to do absolutely everything. Proving to be better value, it made sense to outsource particular activities focusing his time on running the core business issues, and at the time, the development of the new store.

Deciding that payroll required outsourcing, Jim, Gemmell and Tony researched the grocery industry to find the best payroll solution for IGA Mt Evelyn. After evaluating the findings from their research, they recognised the importance

of avoiding backyard operators and those companies that lacked one-on-one service, allowing his business to slip through the cracks. They were after a company with superior service and reliability. Being recommended ADP by another service provider and speaking with other retailers, Jim chose ADP Payline to assist IGA Mt Evelyn with their payroll.

Tony also acknowledges that difficult tasks tend to encourage people to take shortcuts, possibly leading to breaches in legislative compliance and exposing both the business and the company brand into bad publicity. "ADP's offer makes things easy and right" praised Tony.

### BENEFITS OF OUTSOURCING TO ADP PAYLINE

- **Cost:** Tony states that "if payroll was completed inhouse it would take at least one full-time resource plus a fallback person. The costs will be considerable and the opportunity lost will be even greater". Tony estimates that ADP has saved IGA Mt Evelyn 100% on processing inhouse.
- **Legislation:** "ADP's offer makes thing easy (compliant) and right. More recently than ever, the increasing compliance and reporting requirements have added to the benefits of using Payline."
- **Time:** IGA Mt Evelyn spends approximately two hours per week processing payroll. Tony estimates that without Payline, the time spent processing payroll with the current number of employees will require 3-5 days per week!
- **Flexibility:** Tony knows that if

necessary he can finalise the payroll from home or anywhere else with internet access. This is important when you have a very young family and professional responsibilities that frequently take you interstate. Payline also offers the flexibility of scaleability. Since first implemented IGA Mt Evelyn's employee numbers have grown around 250%.

#### - Improved Business

**Administration:** With the processing of payroll completed 5 days earlier than pre-Payline, business turnover reports are in line with payroll – therefore the business is now managed in "real time".

- **Security:** It is crucial to protect all processes. "Security is great; I have peace of mind with ADP".

- **Accuracy:** At present fewer errors occur, even though IGA Mt Evelyn now has more than four times the number of employees.

- **Service:** Tony believes that receiving quality service and communication are paramount to their business – "I really appreciate the personal one-on-one service ADP provide, good service is most important".

- **Reporting:** The capabilities of reporting allows for easier departmental budgeting.

### HOW USING ADP COMPARES TO THE OLD PROCESS

Tony did not want to think about the possibility of going back to the old process. "If something else was more user friendly, I'd be amazed – I couldn't figure it out".

### RECOMMENDATION

"If others are not using something similar, they are paying too much or are in trouble. Although many companies differ greatly within their industries, their will always be synergies with the payroll solutions. ADP is the solution!"

### WOULD YOU LIKE MORE INFORMATION?

For further information relating to Payline, please contact our team on:

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