



Year One in the Cloud

Julie Pettit, Director HRIS & Payroll, Cintas

Session ID #83565

About the Speakers


Speaker Name

- Director HRIS & Payroll Services, Cintas Corporation
- Julie Pettit is a 20 year employee-partner at Cintas Corporation, the industry leader in providing highly specialized products and services to over one million customers that range from independent auto repair shops to large hotel chains. Julie is passionate about designing and deploying innovative technology enabled solutions that drive Cintas' business strategy. In her 20 years at Cintas Julie has held key roles in Accounting, IT and HR, including leadership roles in software enabled enterprise transformations, acquisition integration and process improvement initiatives. In her current role, Julie has responsibility for leading both operations and strategic roadmap of Cintas' HR and payroll technology in addition to leading the payroll services team which supports more than 43,000 employee-partners in North America.

Key Outcomes/Objectives

1. Be ok with not always being in control and let the vendors do their part – Pick your battles
2. Plan Plan Plan and then be ok when the plan changes
3. The pace of change is fast - embrace it! Focus on the big ticket items and let the small changes be absorbed without overthinking

Agenda

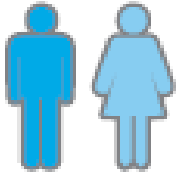
- Cintas
- Transition to the Cloud 
- Partnerships, People, Process
- Lessons Learned



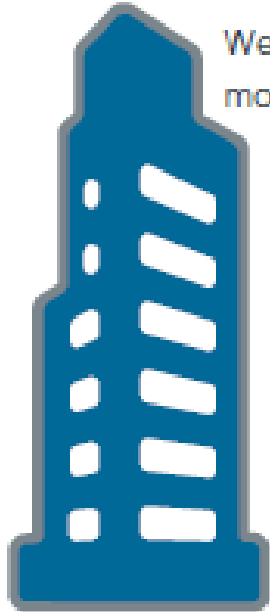
READY FOR THE WORKDAY®



Cintas started from humble beginnings in **1929** during the Great Depression



We currently employ more than **43,000 people**



We currently operate more than **500 facilities**

Our fleet of **11,000 trucks** operates throughout North America



Diversity Plus magazine name Cintas in **"Top 30 Champions of Diversity"**

Named to *Forbes* list of **"Best Employers for New Grads"**



With almost 100 locations receiving **OSHA's VPP Star Recognition for Workplace Safety**, Cintas ranks 1st in the United States



G.I. Jobs magazine has included us on its **"Top 100 Military-Friendly Employer"** list every year for the past decade



Named to *Forbes* list of **"Best Employers for Diversity"**



Businesses ranging from **small local companies to Fortune 500 companies** get **Ready for the Workday** with Cintas



We ended fiscal 2018 with record revenues of **\$6.47 billion**



We're proud to be a **Fortune 500 Company**



We're involved in **400 charitable causes and community events** including Matthew 25: Ministries, American Heart Association and United Way

UNIFORMS



High Image



Classic Workwear



Flame Resistant



Culinary

FACILITY SERVICES



Mat Services



Mop Services



Towel Services



Restroom Supplies



Parts Cleaner



Emergency and Exit Lighting



Kitchen Suppression



Fire Sprinkler



Special Hazard Suppression



Fire Alarm Monitoring



Fire Extinguisher Training



Fire Extinguishers



Fire Alarm



First Aid Supplies



Safety Supplies and PPE



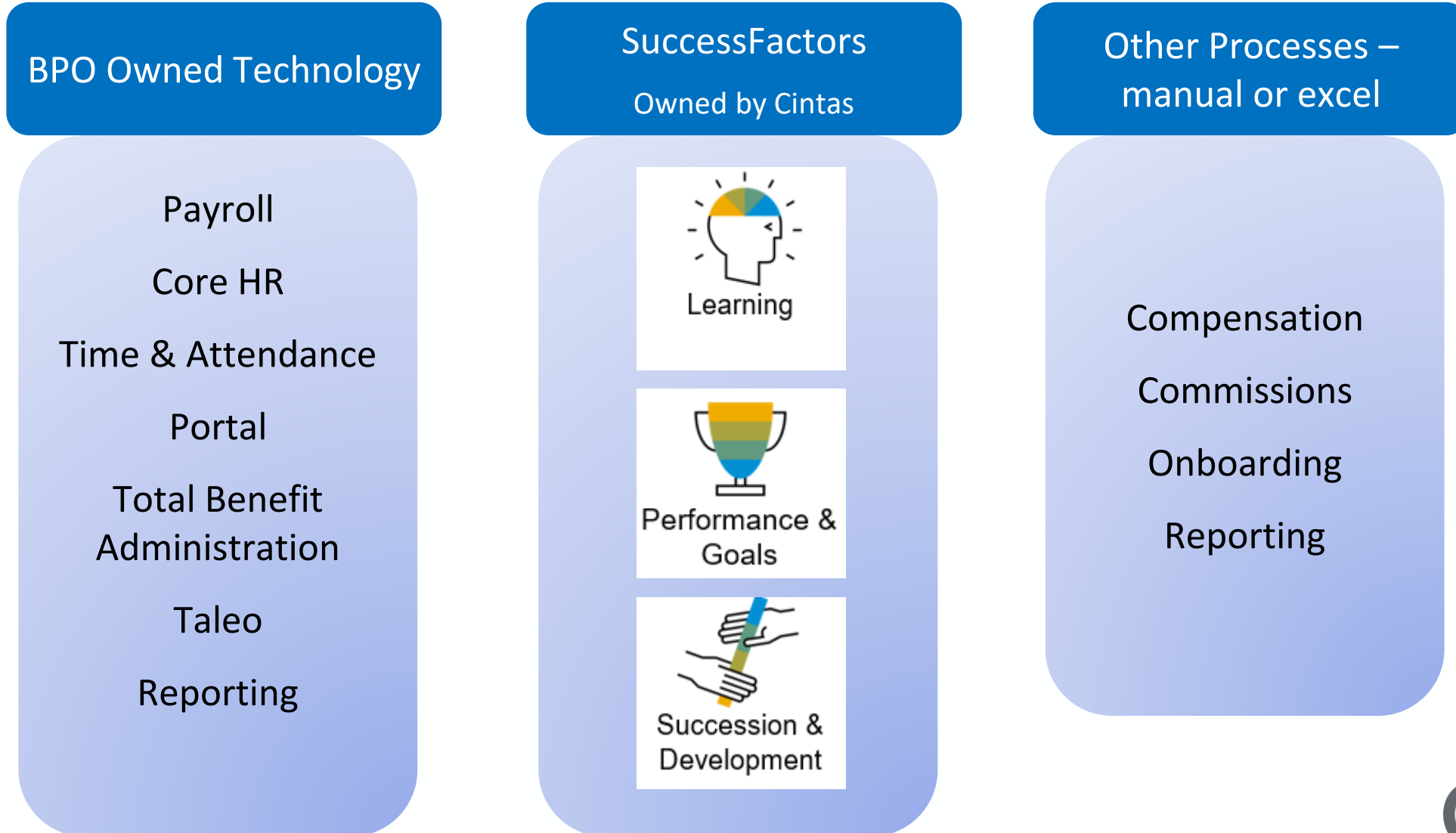
AEDs and Emergency



Compliance Training



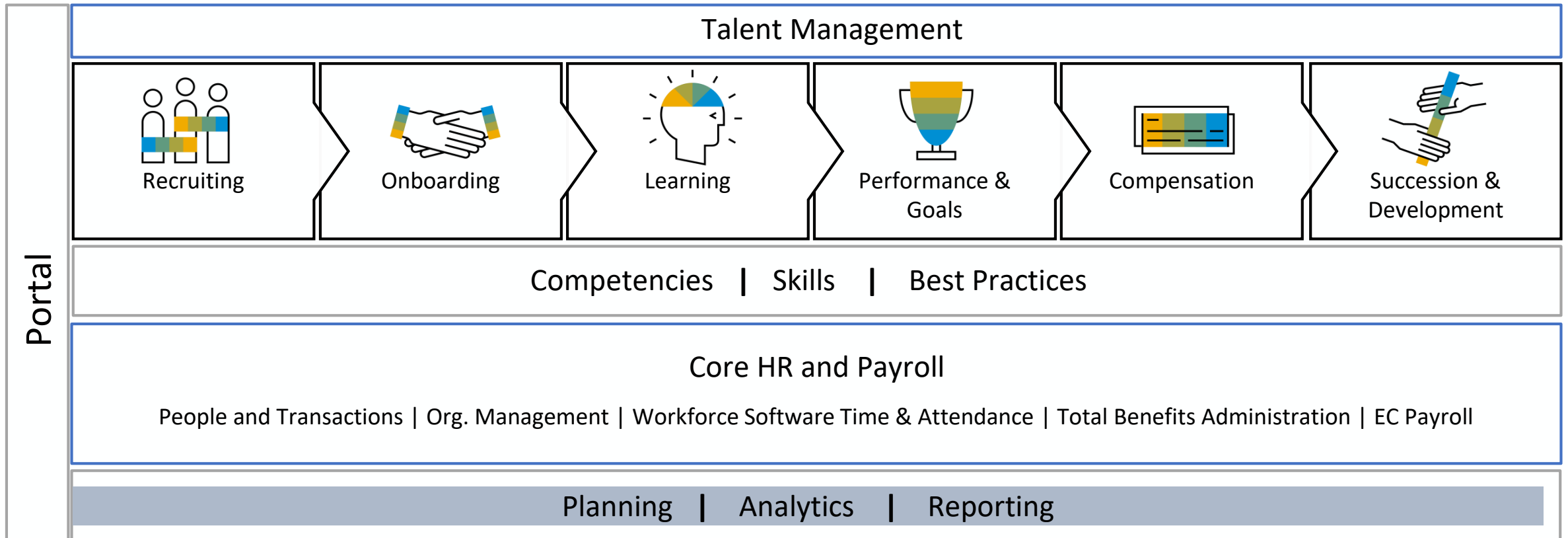
HR and Payroll before the transition



Decision to transition to the Cloud

- Cintas owned Software and Vendor relationships
- Systems that were scalable for our projected growth
- Business friendly interfaces for both end users and support teams – HR owned system
- Cintas employ time and energy spent enabling business processes in technology and driving business value, not maintaining technology
- Continuous delivery of enhancements

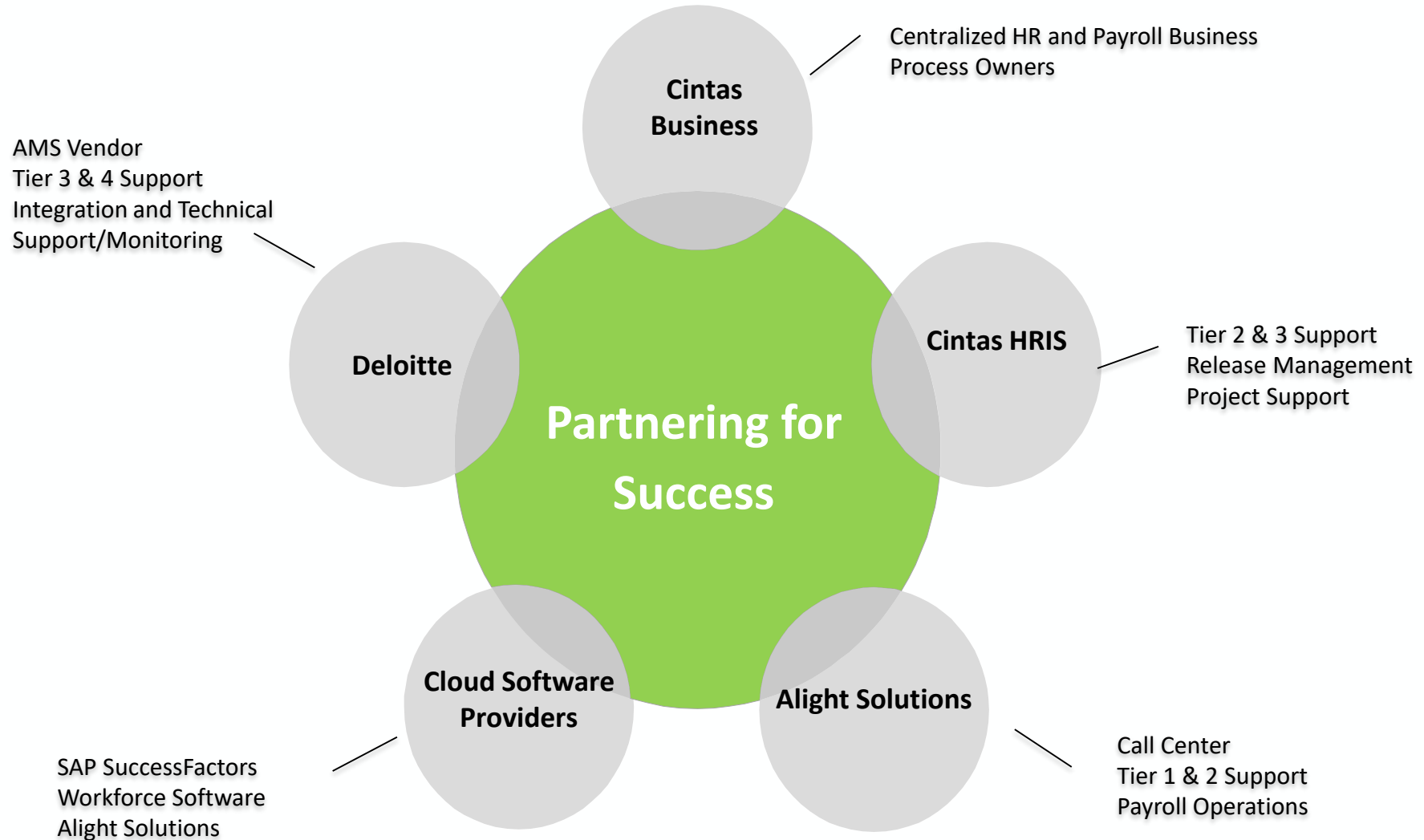
PartnerConnect System



During the project...prepare for operations

- **Partnerships:** Established contracts and RACIs with AMS, Software/Hosting and BPO vendors
- **People:** Hired new HRIS team & established Business Owners of key functions, trained end users
- **Process:** Created frameworks for release and change management

Partnerships



Partnerships - Lessons Learned

- Create a **One Team** mindset - Find ways to build a team atmosphere even with remote groups
- Communication and common terminology is critical and key to success
- Roles and responsibilities need to be clear well defined, yet flexible

People



HRIS/AMS

- Experts in our technology
- Owners of how to enable solutions
- Support incidents, enhancements, projects and rereleases
- Support business leads in the change and testing processes

Business Process Owners

- Single owner/point of contact for each business function enabled in our technology
- “Day Job” is an HR or Payroll role often director, manager or senior level position
- Owns representing business needs and priorities
- Responsible to support testing and training efforts

Centralized Operation Teams

- Specialized staff to perform high risk or complicated tasks also
- Manage processes sensitive business processes
- Payroll processing, Payroll corrections, requisition management and posting, commission management

End Users

- Employees and managers utilizing self service functionality
- HR managers and directors supporting employee life-cycle events
- Varying level of skills and engagement with HR and Payroll technology
- Variation in available forms of communication and access to systems

People – Lessons Learned

- Level of technical skill required to support integrations and EC Payroll; much different than EC and other SF modules
- Enabling processes in technology increases the need for business process owners to be involved in release and change management
- Roles between business owners and HRIS can be blurry and may be different by area of system
- Amount of continuous communication and training required in an manager/employee self service system

Process

- Change Management



- Documented procedures
- Forms for managing requests
- Repeatable plans for recurring change

Process – Lessons Learned

- Start with governance and structured processes for change management from day 1.
- Software releases deliver a lot at one time – focus on universal changes and work optional into change management processes
- Focus on the business critical change and be more flexible with the less impactful changes
- Do not over complicate processes and eliminate the ability to stay flexible and take advantage of the frequent enhancements
- Bundle changes to limit end user distraction

Key Outcomes/Objectives

1. Be ok with not always being in control and let the vendors do their part – Pick your battles
2. Plan Plan Plan and then be ok when the plan changes
3. The pace of change is fast - embrace it! Focus on the big ticket items and let the small changes be absorbed without overthinking

Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

<http://info.asug.com/2019-ac-slides>

Q&A

For questions after this session, contact me at pettitj@cintas.com

Let's Be Social.

Stay connected. Share your SAP experiences anytime, anywhere.

Join the ASUG conversation on social media: **@ASUG365 #ASUG**

