



# FOUR SEASONS UTILIZES GLOBAL SOLUTIONS FOR GLOBAL HOSPITALITY

## Quick facts

**Company:**

Four Seasons

**Headquarters:**

Toronto, CA

**Industry:**

Hospitality

**Employees:**

53,000 worldwide

**ADP Products:**

ADP Enterprise HR®

ADP Workforce Now®

ADP Celergo®



**Robert Dunigan**

Senior Vice President

Operations Finance

Four Seasons is the world's premier luxury hospitality company, offering only experiences of exceptional quality. With a singular objective to be recognized as the company that manages the finest hotels, resorts and residence clubs wherever they are located, Four Seasons creates properties of enduring value using superior design and finishes, and supports them with a deeply instilled ethic of personal service.

## Business challenges

- Wanted to provide their employees across the globe with convenient, 24/7 access to information
- Needed a way to ensure global compliance
- Sought to enhance business performance through data

## Enabling exceptional experiences

As an organization dedicated to creating exceptional experiences for its guests, it's no wonder that Four Seasons is focused on providing the same for its employees. But with 53,000 employees across the globe, delivering a consistent employee experience can be a challenge. Beyond ensuring pay is accurate and on time, executives at Four Seasons want to provide easy ways for employees to access their information through secure portals whether on a mobile app, desktop or other wireless device. With MyADP and the ADP mobile app, employees can access their information on demand, any time, and know precisely where they stand, whether it be pay, taxes, time off or scheduling.

## Easing the burden of global compliance

Four Seasons has partnered with ADP for payroll processing for over 20 years. As the Four Seasons footprint has extended across the world, so has its need to have reliable information that's timely and compliant. Whether it's something state-specific like California's meal break requirement or something that's country-specific, Four Seasons looks to ADP to help them maintain compliance with ever-changing laws and regulations.

Robert Dunigan, Senior Vice President Operations Finance, states, "One of the beauties about working with ADP is the depth of experience they have. They have the resources, knowledge and the wherewithal to help ensure that what they're delivering is legal, compliant and country-specific. As a customer, it's one piece of the puzzle that we don't have to worry about."



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## Data drives operational efficiency

Four Seasons has a long-established HR information ecosystem that integrates seamlessly with their ADP payroll and timekeeping platforms enabling them to accurately capture employee data and deliver timely reporting to help their properties operate with peak efficiency. Dashboards available at the property level include data related to payroll, employee productivity, scheduling and more, and enable managers to push relevant information to the right set of users for budgeting and decision making.

Robert says, “Having information that allows us to populate productivity reporting software and being able to put tools and information in the hands of managers that let them make sure that they allocate the right resources to the right place at the right time is critical, and the accurate information to and from our time system into our forecasting systems really drives that.”

## Excellent service builds enduring value

Robert feels one of the largest factors in the overall success of the relationship between ADP and the Four Seasons has been ADP’s customer service team. He finds them to consistently be knowledgeable, accessible, engaged and proactive, stating, “No matter what kind of short deadline we have, or crazy idea or problem we come to the table with, the answer and the attitude is always, ‘We can do that. Let’s figure out how to get it done.’ Having the trusted partner to talk to, who understands what we’re talking about, knows what they’re talking about and is quick to act has been tremendously helpful to us.”

He adds, “When it comes to making changes to improve processes, increase productivity and help ensure better compliance, ADP has not been hesitant to come to the table and approach us with suggestions for ways to do things better. I think one of the most valuable things is to understand the depth and breadth of knowledge, the range of talent and the genuine interest that ADP displays in taking care of their customer base is something that’s really unusual.”

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