South Africa: Small Business Financial Services Company

Introduction

This case study of a small business financial services company is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> " **"We chose to outsource our payroll administration function to ensure efficiency and legislative and regulatory compliance."**

Challenges

The business challenges that led the profiled company to evaluate and ultimately select ADP:

- Business reasons that led the surveyed company to evaluate and ultimately select ADP:
  - ADP was the right fit for their business
  - They needed to adopt a single supplier strategy

Use Case

The key features and functionalities of ADP that the surveyed company uses:

- When asked to rate each of the following aspects of ADP, the surveyed company reported:
  - reporting capabilities: Excellent
  - customer support: Excellent
  - implementation: Excellent
  - product functionality: Excellent
  - ability to meet compliance regulations: Excellent
  - user interface / user experience: Excellent
  - payroll accuracy: Excellent

Results

The surveyed company achieved the following results with ADP:

- Primary benefits the surveyed company has experienced since working with ADP:
  - Saved time and money by streamlining processes
  - More efficient in processing our payroll
- Statements which apply to the surveyed company:
  - ADP saves time by helping us manage our payroll and HR functions more efficiently
  - Partnering with ADP has given us the confidence and reassurance that comes from working with a market leader
  - The ADP team understands our business and works in partnership with us
  - ADP helps quickly identify problems and resolves them in an efficient and timely manner

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Small Business

Industry:
Financial Services

About ADP

Designing better ways to work through cutting-edge products, premium services and exceptional experiences that enable people to reach their full potential. HR, Talent, Time Management, Benefits and Payroll. Informed by data and designed for people.

Learn More:

 ADP (Automatic Data Processing)

Research by **TechValidate** by SurveyMonkey

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