



Small Business Retail Company

Introduction

This case study of a small business retail company is based on a May 2022 survey of ADP customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“ADP helps us keep control of our payroll”

Challenges

Business reasons that led the surveyed company to evaluate and ultimately select ADP:

- They needed to adopt a single supplier strategy
- They needed a payroll solution that could support their business growth strategy

Use Case

When asked to rate each of the following aspects of ADP, the surveyed company reported:

- customer support: Excellent
- implementation: Good
- ability to meet compliance regulations: Excellent
- payroll accuracy: Excellent

Results

Primary benefits the surveyed company has experienced since working with ADP:

- Increased employee engagement through ADP’s self-service tools
- Reduced duplication and manual processes
- More efficient in processing our payroll
- Statements which apply to the surveyed company:
 - Partnering with ADP has given us the confidence and reassurance that comes from working with a market leader

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:
Retail

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 \(Automatic Data Processing\)](#)