![ADP logo]

ADP Australia – Large Enterprise Healthcare Company

Introduction

This case study of a large enterprise healthcare 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.

> " "Simple and quick processing every month – always reliable."

Challenges

- Rates each of the following aspects of the ADP offer:
  - ADP's reporting capabilities: Above Average
  - ADP's product functionality: Above Average
  - Integration with other third-party systems: Good
  - ADP's ability to meet compliance regulations: Excellent
  - Ease of using ADP solutions: Above Average
  - Payroll accuracy: Excellent
  - ADP's data security, privacy and confidentiality: Excellent
- Rates each of the following aspects of the ADP support:
  - customer support team's responsiveness: Excellent
  - understanding of their business : Excellent
  - proactively identifying issues before they happen: Above Average
  - customer support teams' knowledge of the legislative landscape: Above Average
  - informing of upcoming legislation changes: Excellent

Use Case

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

- The business reasons that led their organisation to evaluate and ultimately select ADP:
  - Felt ADP was the right fit for their business
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
  - Because they needed a payroll solution that could support their future business growth
  - To ensure accurate payroll processing every time

Results

The surveyed company achieved the following results with ADP :

- The benefits they have seen since working with ADP:
  - Saved time and money by streamlining payroll processes
  - Gave employees the ability to request leave and access pay details directly
  - Reduced duplication and manual processes
  - Increased efficiency in processing payroll
- The statements below apply to their organization:
  - ADP saves us time by helping us manage our payroll more efficiently
  - ADP gives us the confidence and reassurance that comes from working with a market leader
- Rates how strongly they agree with these statements:
  - ADP works in partnership with us: Agree completely
  - ADP's experts give me confidence that I have the expertise I need on hand: Agree completely
  - ADP has made my job easier: Agree completely
  - We are happy with ADP's customer support: Agree completely
  - ADP is very customer focused: Agree completely
  - ADP is the right partner to accompany us on our payroll journey: Agree completely
  - ADP is a partner who can grow with our needs: Somewhat agree
  - ADP has supported us in our compliance and legislation challenges: Agree completely

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:
Large Enterprise

Industry:
Healthcare

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)