



ADP Australia: Ara Security Services Pty Limited & Ara Fire Pty Ltd

Introduction

This case study of ARA Security Services Pty Limited & ARA Fire Pty Ltd is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service.



“There is always the reassurance that the employees will be paid efficiently and on time with the data provided. The cut down time for end of month reporting is what won me over with the change from our inhouse system to ADP”

Challenges

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

- Rates each of the following aspects of the ADP offer:
 - ADP’s reporting capabilities: Excellent
 - ADP’s product functionality: Excellent
 - Integration with other third-party systems: Good
 - ADP’s ability to meet compliance regulations: Excellent
 - Ease of using ADP solutions: Excellent
 - 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 : Above Average
 - proactively identifying issues before they happen: Good
 - customer support teams’ knowledge of the legislative landscape: Excellent
 - 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:
 - Wanted to reduce over-reliance on one person in their organization
 - Felt ADP was the right fit for their business
 - Needed proactive support on legislation and compliance changes
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
 - To save time and improve efficiency in their payroll processing
 - Because they needed a payroll solution that could support their future business growth
 - To stay ahead of payroll legislation changes and compliance requirements
 - 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
 - Gained more confidence that they are always compliant
 - Improved how they collect and analyze employee data
 - Increased employee engagement through ADP’s self-service tools
 - Improved employee data flow across multiple systems
- The statements below apply to their organization:
 - ADP saves us time by helping us manage our payroll more efficiently
 - ADP keeps us up to date and helps us navigate the legislative landscape
 - ADP gives us the confidence and reassurance that comes from working with a market leader
 - Our ADP team understands our business and works in partnership with us
 - ADP helps us quickly identify problems and resolves them in an efficient and timely manner
- Rates how strongly they agree with these statements:
 - ADP works in partnership with us: Somewhat agree
 - ADP’s experts give me confidence that I have the expertise I need on hand: Somewhat agree
 - ADP has made my job easier: Somewhat agree
 - We are happy with ADP’s customer support: Agree completely
 - ADP is very customer focused: Somewhat agree
 - ADP is a partner who can grow with our needs: Somewhat agree
 - ADP has supported us in our compliance and legislation challenges: Somewhat agree

Company Profile

Company:
*ARA Security Services Pty Limited & ARA Fire Pty Ltd *

Company Size:
Medium Enterprise

Industry:
Security Products & 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 \(Automatic Data Processing\)](#)