



ADP Australia: Cheetham Salt Co Ltd

Introduction

This case study of Cheetham Salt Co Ltd is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service.



“Having our Payroll processed in a timely manner. Receiving updated information to ensure that clients are keeping up with all legislative changes.”

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: Good
 - ADP’s product functionality: Good
 - Integration with other third-party systems: Average
 - ADP’s ability to meet compliance regulations: Excellent
 - Ease of using ADP solutions: Good
 - Payroll accuracy: Above Average
 - ADP’s data security, privacy and confidentiality: Excellent
- Rates each of the following aspects of the ADP support:
 - customer support team’s responsiveness: Above Average
 - understanding of their business : Above Average
 - proactively identifying issues before they happen: Above Average
 - 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:
 - Felt ADP was the right fit for their business
 - Wanted access to expertise when required
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
 - To save time and improve efficiency in their payroll processing
 - 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:
 - Gave employees the ability to request leave and access pay details directly
 - Reduced duplication and manual processes
 - Gained more confidence that they are always compliant
 - Gained more confidence that they will have access to the necessary expertise and support
- The statements below apply to their organization:
 - ADP keeps us up to date and helps us navigate the legislative landscape
 - 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: Agree completely
 - ADP’s experts give me confidence that I have the expertise I need on hand: Neither agree nor disagree
 - ADP has made my job easier: Somewhat agree
 - We are happy with ADP’s customer support: Somewhat agree
 - ADP is very customer focused: Somewhat agree
 - ADP is the right partner to accompany us on our payroll journey: 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:
Cheetham Salt Co Ltd

Company Size:
Medium Enterprise

Industry:
Wholesale Distribution

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 \(Automatic Data Processing\)](#)