

# ADP Australia: The Chubb Corporation

## Introduction

This case study of The Chubb Corporation is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service.



“ADP system is a user friendly system, easy to learn and can extract reports easily.”

## 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: 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: Excellent
  - understanding of their business : Excellent
  - proactively identifying issues before they happen: Above Average
  - customer support teams’ knowledge of the legislative landscape: Excellent
  - informing of upcoming legislation changes: Above Average

## 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 adopt a single-supplier strategy
  - 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:
  - Because they needed a payroll solution that could support their future business growth
  - To improve their payroll data security, privacy and compliance
  - 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
  - Were able to focus on their core business
  - Gave employees the ability to request leave and access pay details directly
  - Reduced duplication and manual processes
  - Increased efficiency in processing payroll
  - Gained more confidence that they are always compliant
  - Gained more confidence that they will have access to the necessary expertise and support
  - Advanced reporting capabilities to allow them to make more informed decisions
  - Better use analytics to forward plan for the future of their organization
  - Improved how they collect and analyze employee data
  - Increased employee engagement through ADP’s self-service tools
- 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: 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: Agree completely
  - ADP has supported us in our compliance and legislation challenges: Agree completely

### Company Profile

Company:  
**The Chubb Corporation**

Company Size:  
**Global 500**

Industry:  
**Insurance**

### 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 \(Automatic Data Processing\)](#)