



# ADP Australia – Coastal Cardiology Clinic

## Introduction

This case study of 137476 – Payline – Coastal Cardiology Clinic is based on an April 2023 survey of ADP customers by TechValidate, a 3rd-party research service.



“Easy access to your organisation.”

## Challenges

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

- 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: Above Average
- Ease of using ADP solutions: Above Average
- Payroll accuracy: Above Average
- ADP’s data security, privacy and confidentiality: Above Average
- 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: Excellent

## Use Case

- The business reasons that led their organisation to evaluate and ultimately select ADP:
  - Were unhappy with their previous supplier
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
  - the previous Practice manger changed

## 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
- The statements below apply to their organization:
  - ADP saves us time by helping us manage our payroll more efficiently
- Rates how strongly they agree with these statements:
  - ADP works in partnership with us: Neither agree nor disagree
  - 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:  
**137476 – Payline – Coastal Cardiology Clinic**

Company Size:  
**Small Business**

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 \(Automatic Data Processing\)](#)