



South Africa: Small Business Insurance Company

Introduction

This case study of a small business insurance 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.



“The company doesn't have a payroll system and we focus on other objectives knowing that our payroll is handled by a team of specialists.”

Challenges

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

- Business reasons that led the surveyed company to evaluate and ultimately select ADP:
 - They needed to integrate HR data with a single unified payroll provider
 - They needed a payroll solution that could support their business growth strategy

Use Case

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

- When asked to rate each of the following aspects of ADP, the surveyed company reported:
 - reporting capabilities: Good
 - customer support: Best in Class
 - implementation: Excellent
 - product functionality: Excellent
 - integration with other third-party systems: Excellent
 - ability to meet compliance regulations: Best in Class
 - user interface / user experience: Best in Class
 - payroll accuracy: Best in Class

Results

The surveyed company achieved the following results with ADP:

- Primary benefits the surveyed company has experienced since working with ADP:
 - More focus on our core business strategy
 - More efficient in processing our payroll
- Statements which apply to the surveyed company:
 - ADP saves time by helping us manage our payroll and HR functions more efficiently
 - The ADP team understands our business and works in partnership with us

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:
Small Business

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.

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