



ADP Australia – Educational Institution

Introduction

This case study of a educational institution is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.



“Taking away Administration burden of processing pay and dealing with Super funds.”

Challenges

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

- ADP’s reporting capabilities: Above Average
- ADP’s product functionality: Above Average
- 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: Excellent
- Rates each of the following aspects of the ADP support:
 - customer support team’s responsiveness: Above Average
 - understanding of their business : Good
 - proactively identifying issues before they happen: Average
 - customer support teams’ knowledge of the legislative landscape: Above Average
 - informing of upcoming legislation changes: Above Average

Use Case

- The business reasons that led their organisation to evaluate and ultimately select ADP:
 - Wanted to reduce over-reliance on one person in their organization
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
 - To save time and improve efficiency in their payroll processing

Results

The surveyed organization 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
 - 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 saves us time by helping us manage our payroll more efficiently
 - ADP keeps us up to date and helps us navigate the legislative landscape
- 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: Somewhat agree
 - ADP has made my job easier: Somewhat agree
 - We are happy with ADP’s customer support: 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

Organization Profile

The organization 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.

Industry:
Educational Institution

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 \(Automatic Data Processing\)](#)