



# ADP Australia: Spc Ardmona Operations Limited

## Introduction

This case study of SPC Ardmona Operations Limited is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service.



“Confidence that payroll cutoff deadlines are met and employees are paid ontime and the pay is accurate.”

## 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: Above Average
  - ADP’s product functionality: Above Average
  - Integration with other third-party systems: Excellent
  - ADP’s ability to meet compliance regulations: Excellent
  - Ease of using ADP solutions: Excellent
  - Payroll accuracy: Excellent
  - 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: Above Average
  - customer support teams’ knowledge of the legislative landscape: Above Average
  - 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:
  - Felt ADP was the right fit for their business
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
  - 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:
  - Reduced duplication and manual processes
  - Increased efficiency in processing payroll
  - Gained more confidence that they are always compliant
  - Advanced reporting capabilities to allow them to make more informed decisions
  - Improved employee data flow across multiple systems
- 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 offers innovative tools to help us manage our payroll
  - 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:  
**SPC Ardmona Operations Limited**

Company Size:  
**Medium Enterprise**

Industry:  
**Food**

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