Australia:
Telstra Big Pond

Introduction

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

> " **Always up to date with all changes** "

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: Above Average
  - Integration with other third-party systems: Excellent
  - ADP's ability to meet compliance regulations: Excellent
  - Ease of using ADP solutions: Above Average
  - 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 : Above Average
  - proactively identifying issues before they happen: Good
  - customer support teams' knowledge of the legislative landscape: Excellent
  - informing of upcoming legislation changes: Excellent

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 save time and improve efficiency in their payroll processing

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
- 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 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:
Telstra BigPond

Company Size:
Small Business

Industry:
Construction

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)](#)