



ADP Australia: Kijam Supplies

Introduction

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



“Efficient and easy enough to use for a CEO”

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: 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: 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: 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:
 - Wanted to reduce over-reliance on one person in their organization
 - Wanted access to expertise when required
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
 - To save time and improve efficiency in their payroll processing
 - Because they needed a payroll solution that could support their future business growth
 - To improve their payroll data security, privacy and compliance
 - To stay ahead of payroll legislation changes and compliance requirements

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 gives us the confidence and reassurance that comes from working with a market leader
 - ADP offers innovative tools to help us manage our payroll
- Rates how strongly they agree with these statements:
 - ADP works in partnership with us: Somewhat agree
 - 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:
KIJAM SUPPLIES

Company Size:
Small Business

Industry:
Professional Services

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 \(Automatic Data Processing\)](#)