



ADP CASE STUDY

ADP Australia: Coogee Chemicals

Introduction

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



“Working with ADP has allowed us to be confident that we are always compliant with up to date payroll and taxation legislation. It has also streamlined processing of employee leave and time and attendance processing.”

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: Excellent
 - 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:

Company Profile

Company:
Coogee Chemicals

Company Size:
Medium Enterprise

Industry:
Chemicals

- customer support team's responsiveness: Excellent
- understanding of their business : Excellent
- proactively identifying issues before they happen: Excellent
- 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:
 - Outgrew their previous supplier
 - Wanted to adopt a single-supplier strategy
 - Felt ADP was the right fit for their business
 - Wanted access to expertise when required
 - Needed proactive support on legislation and compliance changes
- The payroll reasons that led their organisation to evaluate and ultimately select ADP:
 - To save time and improve efficiency in their payroll processing
 - Because their system was outdated
 - 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
 - Because they did not have their own expertise in house to stay on top of changing legislation
 - 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:
 - Saved time and money by streamlining payroll processes
 - 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

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 \(Automatic Data Processing\)](#)

- Gained more confidence that they will have access to the necessary expertise and support
- Advanced reporting capabilities to allow them to make more informed decisions
- Better use analytics to forward plan for the future of their organization
- Improved how they collect and analyze employee data
- Increased employee engagement through ADP's self-service tools
- 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 gives us the confidence and reassurance that comes from working with a market leader
 - ADP offers innovative tools to help us manage our payroll
 - Our ADP team understands our business and works in partnership with us
 - 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

Source: Sharon Round, Payroll Coordinator, Coogee Chemicals

Research by

TechValidate
by SurveyMonkey

✓ Validated

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