



ADP Australia: Lw Survey Australia Pty Ltd

Introduction

This case study of LW SURVEY AUSTRALIA PTY LTD is based on a March 2023 survey of ADP customers by TechValidate, a 3rd-party research service.



“Time saved, as no organisation wants to be tied up with cumbersome payroll systems. Simplicity in processing and security controls.”

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: Average
 - ADP’s ability to meet compliance regulations: Excellent
 - Ease of using ADP solutions: Excellent
 - 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: Excellent
 - 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: 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
 - 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:
 - 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 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 gives us the confidence and reassurance that comes from working with a market leader
- 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: Somewhat agree
 - 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:
LW SURVEY AUSTRALIA PTY LTD

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 \(Automatic Data Processing\)](#)