



## Next Generation RPO

# ADP

### Report Abstract

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Jeanine Crane-Thompson

Principal HR Analyst

NelsonHall

22 pages

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4. Delivery Capability and Partnerships
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## Who is this Vendor Assessment for?

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NelsonHall's Next Generation RPO profile on ADP is a comprehensive assessment of ADP's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of ADP and identifying vendor suitability for RPO RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the RPO sector.

## Key Findings & Highlights

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Automatic Data Processing, Inc. (ADP) is a comprehensive global provider of cloud-based human capital management (HCM) solutions that unite HR, payroll, talent, time, tax, and benefits administration. ADP offers business outsourcing services, analytics, and compliance expertise, connecting technology, and talent from recruitment to retirement, enabling clients to transform their candidate and employee experiences and improve performance.

ADP's vision focuses on product innovation, enhancing the human experience, delivering rich data insights, and making transactions efficient and easy for its clients. In alignment with this vision, the company's key strategic priorities include:

- Leading with best-in-class HCM technology
- Providing unmatched expertise and outsourcing
- Benefit its clients with its global breadth and depth of resources.

ADP talent solutions support all market segments and focus on various HCM services:

- Talent Acquisition (TA) services include recruiting & hiring, compensation, screening & selection, onboarding, and recruitment training
- Talent Management and Activation help develop high-performing leaders and teams and nurture individual skills and career growth. Core services include performance management, learning, leadership development, compensation, succession planning, and team performance.

The company offers broader HR and Professional Employer Organization (PEO) services, including:

- PEO
- HR Services
- HR Outsourcing
- HCM Managed Services
- Employee Experience.



ADP delivers generative AI, AI, and ML-enabled systems and tools across its portfolio to support all market segments and the entire employee lifecycle for full-time and freelance workers, from hire to retirement. The company enables services with a flexible technology infrastructure, ADP Connected Talent. The IP delivers an individualized, scalable, end-to-end talent experience that meets its clients' evolving needs.

ADP began providing Recruitment Process Outsourcing (RPO) in 2003. Its global delivery footprint allows the company to offer services to clients in 50 countries and 42 languages. Its associates in 14 countries and 17 service center locations deliver onshore, nearshore, and offshore support.

ADP RPO provides deep talent insights to help drive targeted recruitment strategies for attracting top talent. With global, customizable recruitment services, ADP RPO enables organizations to find and hire the best candidates for hourly, professional, or executive positions. The company also delivers market analytics, sourcing strategies, candidate screening, selection, and onboarding solutions to help organizations connect their talent strategy to business priorities.

## Scope of the Report

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The report provides a comprehensive and objective analysis of ADP’s RPO offerings, capabilities, and market and financial strengths, including:

- Identification of the company’s strategy, emphasis, and new developments
- Analysis of the company’s strengths, challenges, and outlook
- Revenue estimates
- Analysis of the profile of the company’s customer base, including the company’s targeting strategy and examples of current contracts
- Analysis of the company’s offerings and key service components
- Analysis of the company’s delivery organization, including the location of delivery centers.

## RPO Vendor Assessments are also available for:

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Avencia Consulting

Cielo

IBM

Lorien

NLB Services

NXTThingRPO

Page Outsourcing

PeopleScout

Sanderson

## About The Author

Jeanine is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for key HR areas, including employer of record (EOR) and learning platforms.

Jeanine is a highly experienced HR practitioner with 28 years of experience in HR across industry sectors, including aerospace, automotive, energy, government, pharmaceuticals, telecommunications, learning, and business consultancy.

Jeanine possesses significant experience in leading and managing business transformation/integration, competitive and industry benchmarking, HR and learning technology, strategic change leadership, managed service provider engagements, organizational and process redesign, and M&A initiatives.

Jeanine can be contacted at:

- Email: [jeanine.cranethompson@nelson-hall.com](mailto:jeanine.cranethompson@nelson-hall.com)
- Twitter: @JeanineCT\_NH



## About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the “art of the possible” in digital operations transformation. With analysts in the U.S., U.K., Continental Europe, and Asia, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. For vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall conducts rigorous, primary research and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

29 Rose Hill  
Binfield  
Bracknell, RG42 5LH  
Phone: +44 (0)208 638 7282

### Paris

115 rue de Reuilly,  
75020 Paris  
Phone: +33 (0)6 23 81 17 54

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