



ADP U.S. SMB Payroll Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's Payroll Services Vendor Assessment for ADP is a comprehensive assessment of ADP's U.S. Small and Medium Business (SMB) payroll services offering and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of payroll outsourcing and identifying vendor suitability for payroll services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR and payroll decision makers.

Key Findings & Highlights

ADP, founded in 1949 and headquartered in Roseland, New Jersey, is a provider of HR management software and services.

ADP's business is organized into the following two business segments:

- Employer Services (~70% of revenues): provides HR BPO and technology-enabled HCM solutions; offerings include payroll services, benefits administration, talent management, HR management, time and attendance management, insurance services, retirement services, and tax and compliance services to over 810k clients worldwide
- PEO Services (~30% of revenues): under ADP TotalSource provides employment administration outsourcing services for organizations with 10 to 200 employees, including payroll, benefits admin, and compliance services through a co-employment relationship; servicing over 12.5k clients and over 562k worksite employees in the U.S.

Within Employer Services, ADP's offerings include software and services for:

- HR administration
- Payroll services
- Tax and compliance
- Workforce Management (WFM)
- Benefits administration
- Recruitment process outsourcing (RPO)
- Talent management
- Insurance services
- Retirement services
- Payment and compliance solutions
- Pre-employment

In 1998, ADP launched its first SaaS-based payroll solution, EasyPayNet, and currently has several cloud-based HCM solutions available including:

- ADP TotalSource: for existing PEO clients
- RUN Powered by ADP: for organizations with <50 employees
- ADP Workforce Now: for mid-market organizations with up to 5k employees in the U.S. and Canada
- ADP Vantage HCM: for U.S. headquartered organizations with >1k employees, and outside the U.S. via integration with ADP Global Payroll
- ADP Global Payroll: for large multinational organizations; available in ~140 countries.

ADP's has offered payroll services since its inception in 1949 and pays ~40m employees (~26m in the U.S. and ~15m internationally) across ~810k payroll clients (~\$2.1 trillion annually moved on behalf of its clients and client employees) paying one in six U.S. workers. ADP provides payroll services to clients with a single employee up to >150k employees.



Scope of the Report

The report provides a comprehensive and objective analysis of ADP's U.S. SMB Payroll services offering, capabilities, and market and financial strength, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, 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.

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Report Length

14 pages

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U.S. SMB Payroll Services Vendor Assessments also available for:

Kronos

Namely

Paycor

Paychex

Zenefits