NelsonHall Vendor Profile

New World Workforce Management

ADP

Report Abstract

Contents of Full Report

Who is This Vendor Assessment For?

NelsonHall's New World Workforce Management profile on ADP is a comprehensive assessment of ADP offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs

- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers

- Financial analysts and investors specializing in the Workforce Management sector.

Key Findings & Highlights

NelsonHall's vendor assessment analyzes ADP's offerings and capabilities in Workforce Management services. ADP has ~95k clients and serves ~13.5m users across ~100 countries. The bundling of Workforce Management is very common with payroll. The vast majority of ADP's clients adopt its payroll services. ADP has offered workforce management since its inception in 1949 and has grown business organically. It offers three cloud-based platforms to support these services:

- ADP RUN Time and Attendance: for organizations with <50 employees; the average client size is ~15 employees; RUN supports more than 570k clients

- ADP Workforce Now Essential Time: for small and mid-market organizations with up to 5k employees in the U.S. and Canada; the average client size is ~200 employees; ADP Workforce Now supports ~68k clients

- ADP Workforce Manager for larger, more complex and multinational clients, leveraging its Kronos technology partnership.

Core features of its solutions include:

- Time and attendance

- Data collection and access

- Analytics and insights

Advanced features offered in specific solutions include:

- Scheduling

- Absence management

- Labor forecasting, budgeting and activity tracking (for ADP Workforce Manager only)

- Compliance on Demand

ADP has ~58k employees within its Employer Services business. NelsonHall estimates ~3k employees are dedicated to supporting its workforce management business, the majority based in the U.S. ADP's workforce management service locations.

Scope of the Report

The report provides a comprehensive and objective analysis of ADP's Workforce Management services offerings and capabilities, and market and financial strengths, 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 locations.

New World Workforce Management Assessments also available for:

Capita

Ceridian

Infor

Quinyx

SD Worx

TCP

UKG

WorkForce Software

About The Author

Liz Rennie is a Principal Research Analyst with global responsibility for key HR research projects including Cloud-Based HR Transformation, Cloud-Based Benefits Services, and Workforce Management, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

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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., and Continental Europe, 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. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on 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

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