



## HCM Technology

# ADP

### Report Abstract

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27 pages

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## Who is This Vendor Assessment For?

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NelsonHall's HCM technology profile on ADP is a comprehensive assessment of its offerings and capabilities, designed for:

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

## Key Findings & Highlights

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ADP, founded in 1949 and headquartered in Roseland, New Jersey, is a provider of HCM management software and services. ADP's business is organized into the following two business segments:

- Employer Services (~70% of revenues): provides HR Business Process Outsourcing (BPO) and technology-enabled HCM solutions; offerings include payroll services, benefits administration, talent management, HR management, time and attendance management, insurance services, retirement services, tax, and compliance services and people analytics and benchmarking to >905k clients worldwide
- PEO Services (~30% of revenues): under ADP, TotalSource provides employment administration outsourcing services for organizations with 1 to 999 employees, including payroll, benefits administration, and compliance services through a co-employment relationship; servicing >14.5k clients and >620k worksite employees in the U.S.

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

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

ADP launched its first SaaS-based product offering in 1998 called EasyPayNet and offers several cloud-based HCM solutions, including:

- Roll Powered by ADP: AI and NLP-enabled, mobile-first HR, payroll, and time and attendance platform for organizations with 1-5 employees
- 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, and offers integration with ADP Global Payroll
- ADP Next-Gen HCM: for U.S. headquartered organizations with >3k employees and outside the U.S. via integration with ADP Global Payroll
- ADP iHCM: for EMEA and APAC-based multinational organizations with <1k employees.

ADP targets its portfolio of HCM technology platforms to employers of all sizes, aiming to support clients with a platform-based offering inclusive of technology and extended managed HR services.

## Scope of the Report

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The report provides a comprehensive and objective analysis of ADP HCM Technology offering, 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 for key centers.

## **HCM Technology Vendor Assessments also Available for:**

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AscentHR

Ceridian

Cornerstone OnDemand

HiBob

Infor

isolved

Namely

Neeiamo

Paychex

Paycor

PeopleStrategy

Sage Group

SAP/SuccessFactors

UKG

Workday

## About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

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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](mailto:guy.saunders@nelson-hall.com)

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