



# Vendor Profile

## Payroll Services

# ADP

### Report Abstract

August 2023

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15 pages

### Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is this Vendor Assessment for?

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NelsonHall's Payroll Services profile on ADP is a comprehensive assessment of ADP's offerings and capabilities, designed for:

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

## Key Findings & Highlights

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ADP, founded in 1949 and headquartered in Roseland, New Jersey, provides payroll and 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 ~1m clients worldwide
- PEO Services (~30% of revenues): ADP TotalSource provides employment administration outsourcing services for small and mid-sized businesses, including payroll, benefits administration, and compliance services through a co-employment relationship. It services ~15.5k clients and ~700k employees in the U.S.

ADP offers payroll services to clients with one employee up to large, enterprise-sized organizations. It began offering payroll in 1949. It pays ~40m employees across 1m clients and 140 countries. It pays one in six U.S. workers. In 2022 ADP extended its global payroll services in Morocco, Israel, Macau, Ivory Coast. In 2022 ADP announced the acquisition of Securax (India) and Infocom (Italy).

## Scope of the Report

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The report provides a comprehensive and objective analysis of ADP's Payroll 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.

## Payroll Services Assessments also available for:

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Alight Solutions

CloudPay

Infosys

isolved

Neeiamo

OSV

Popay

PayBix

Paychex

Ramco

Safeguard Global

SD Worx

TMF Group

UKG / Immedis.

## About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Payroll Services and Cloud HR Transformation, 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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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)

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