



# Vendor Profile

## Payroll Services

# ADP

### Report Abstract

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12-pages

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## 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 is a provider of payroll and HCM management software and services. ADP's business is organized into the following two business segments:

- Employer Services (~70% of revenues): provides technology-enabled HCM solutions and HR Business Process Outsourcing (BPO); offerings include payroll services, benefits administration, recruiting, and talent management, including RPO, HR management, time and attendance management, insurance services, retirement services, and tax and compliance services to ~990k 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; servicing ~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. ADP shared this year that it processed 1m pays for one client for the first time. It began offering payroll in 1949. It pays ~39m employees across 140 countries and pays one in six U.S. workers. ADP has ~990k clients worldwide and processes \$2.7 trillion in payroll/tax annually. In 2021 ADP extended its global payroll services in Colombia, Ethiopia, Brunei, and Ivory Coast. In 2022 ADP announced the acquisition of Sage's South Africa payroll outsourcing business, increasing its capability in the region.

## 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:

activpayroll

Alight

Ascent Online

BDO

CloudPay

Conduent

EY

Immedis

Infosys

isolved

Mercans

Neeyamo

OSV

Papaya Global

Paychex

PayGroup

Payslip

Payzaar

Ramco

Safeguard Global

SD Worx

TMF Group

UKG

## About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Cloud HR Transformation, Benefits Services, and Payroll, 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](mailto:guy.saunders@nelson-hall.com)

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