



An introduction to ADP



Making a world of difference

■ Time for change?

Do you have the payroll set-up your business deserves?

You may think your payroll and human resource administration is accurate and efficient. But do you have a true picture of its cost to the business? Are you aware it may be exposing you to risk?

Consider the direct and indirect costs of producing each payslip. Are you locking up expensive resources in administration?

Do you spend a lot of time administering simple personnel actions such as collecting employee details or submitting completed timesheets?

And how much focus is the business able to give to the strategic management of your human resource? Do you have the right information to assist you?

Your payroll may be more of a burden than you realise, both in time, cost and access to information. But it doesn't have to be.

There is a better way

ADP is the service provider that will lift that burden and bring you value through your payroll and human resource processes.

We'll take responsibility for your payroll and the wide-reaching tasks related to it and give you back the best practice and the valuable information locked inside. For us, data collection, salary calculation and reporting of payroll and human resource data are second nature.

We're committed to doing these things for you so that you're free of the worry and hidden costs. And you'll have time and the knowledge to devote to your employee-related policies and human resource planning, instead of the treadmill of simply making payroll happen.

So give yourself the truly professional payroll service you deserve. Give yourself a world of difference.

ADP – Making a world of difference



■ Why choose ADP?

Choosing a new payroll partner isn't easy.

Many providers will promise you the best, but are they really able to deliver? How many truly understand what you need and will make the right choices for you, upholding world class service as standard for all their clients?

ADP is different because it does all these things. More than anyone, we understand the payroll needs of your business and what works for you. We've worked with all types of organisation for over 50 years and have a depth of knowledge and experience based on true best practice processes. We're committed to providing the right service and achieving the best results for all our customers.

Best of both worlds

We're the ideal partner for all types of organisation from small business to large corporation. This is because we're a global organisation that thinks locally. You'll feel the security of partnering with us because we use our infrastructure, strength and resource to support and innovate service that pushes forward the boundaries of excellence in payroll and human resource management.

And the unrivalled depth of skills, professionalism and dedication of our staff ensures individuality of attention that means you receive the highest standard of service and the highest degree of support. So you'll really feel the difference.

Over half a million businesses trust ADP. Whoever you are and whatever your size, we'll make you feel unique.

We'll make a world of difference to you



“ADP has been processing our payroll for almost a decade now. Our regular contacts and the staff on the Helpline are professional, efficient, well-trained, knowledgeable, very supportive and always ready to help. As a charitable organisation with just over 50 employees, it’s vital we keep down administration costs without sacrificing quality. Using ADP’s service helps us maximise our charitable activity and achieve a greater impact.”

Sane – Mental Health Charity – 50 employees

“ADP’s strength lies in its quality of account management and ability to help manage significant strategic changes within our business.”

Hand Picked Hotels – 1,000 employees

“ADP has managed our payroll for over 7 years now. In that time, we’ve built a great relationship together – they really understand the culture of our business and respond through the service as our needs change.

Our personal contacts at ADP are unique too. Their intuition in knowing what is best and acting on our behalf is invaluable and with our high turnover of staff, we need fast turnaround of queries from first call to resolution which, of course, they provide.”

Mk One – 3,000 employees





■ World class services

Knowing what's right for you

No two businesses are alike. At ADP we recognise that every company has its own idiosyncrasies – its own uniqueness. We understand that many factors will affect your expectations.

That's why we have levels of service that embrace different aspects of payroll, personnel and human resource administration. Our trained specialists will take time and care to look at your individual needs and guide you toward the right service choice.

Total freedom

At the highest level, we can help you reach far wider than payroll administration – uniquely embracing and automating the closely associated personnel tasks so often the responsibility of the payroll office.

We'll gather your core information by a number of different routes and technologies and manage all the associated tasks right through to money in the bank. We'll handle your employee enquiries and provide back all your essential reporting information for aspects such as absence management – the perfect balance for freeing you, yet informing you.

We provide sophisticated options for payroll input and reporting tools whilst our human resource management toolset will help build a picture of your workforce so that you can track your employees from recruitment to retirement.

Whichever the choice, our innovative tools and powerful processing capabilities combine with 'world class' service delivery to make a best practice approach to managing your needs, whether you have one employee or many thousands.



■ World class support for all

Highly-trained, dedicated, professional

At ADP, 'world class' service means the expertise of the finest payroll professionals, the benefit of most proven procedures and the advantage of the latest technologies.

All our specialists are highly trained, dedicated and professional. They operate as an extension to your business - always available to deal with any questions you may have.

What's more we offer fully-manned helpdesks, an on-line client centre, accredited training programs and professional consultations - so you always have complete peace of mind.

Making you feel unique

Our sophisticated support structure enables each individual customer to receive the time and care they need. We take extra care too to offer special guidance at key times such as end of tax year and our software toolset of course reflects latest legislation, technology and options.

And we like to talk to you on a regular basis through our customer user group meetings and surveys - gathering vital opinion that helps shape our services.

Most importantly, every part of our service is covered by the highest degree of confidentiality - movement of data is strictly protected and secure.

We aim to make every customer feel safe, valued and unique. We don't believe 'world class' service should be an expensive luxury - with us it comes as standard.



■ In partnership with you

Strong, confident, focused on the future

To partner with ADP is to share the knowledge, experience and support of the world's largest payroll and human resource services provider.

Founded in 1949 and a Fortune 500 company, ADP is the largest and the most successful provider of Employer Services in Europe and the world.

Serving over 500,000 organisations, we have offices in 25 countries across the world in addition to the United Kingdom, including Australia, Canada, France, Germany, India, Ireland, Italy, Hong Kong, Netherlands, Poland, Portugal, Spain, Switzerland, the United States and Japan. We have alliances in many more. In fact, over 30 million people worldwide are paid by ADP each pay day.

With annual turnover of over £4.3 billion, a track record of 150 quarters of consecutive growth, and the Standard & Poor's AAA credit rating, we are the ideal prospect for new partners who, quite rightly, see us as financially stable.

You're in safe hands

Our wide reach gives us a breadth of expertise and fundamental resilience - we're able to work with every type of organisation, from small business to multi-national corporation. And our global reputation for quality and security means you can be sure your payroll is in safe hands.

It's a combination that truly makes ADP unique.

We'll really make a difference to you

“As an HR team we have the tools and the support to enable us to do our job well so that, most important of all, we can focus on providing our own excellent service to the rest of the organisation.”

Photosound Communications – 90 employees

“The flexibility and the functionality of the solution suits our needs exactly – the single biggest advantage for us is the accessibility of our data and how easy and quick it is to report on it.”

Accor (UK) Business & Leisure Hotels – 3,400 employees

“Project management of the relationship has been superb. ADP is very close to our business now – they understand our goals. With the partnership between the two organisations and the flexibility of the solution, Trader Media Group has a powerful and stable base to take us well into the future.”

Trader Media Group – 4,500 employees

■ To discuss how ADP can make a world of difference to you, call us on 0800 180 4994 or email makeadifference@adp-es.co.uk

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