



Managed payroll provider

Evaluation guide

2024



Always Designing
for People®

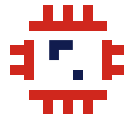
Administering payroll and staying compliant can be time-consuming and expensive. A managed payroll solution can alleviate common payroll challenges, such as:



Regulatory compliance

The most widely felt HR challenges [...] are recruitment and compliance.

Source: [Growing Pains: The HR Challenges of International Expansion](#).



Updated technology needs

As staff shortages and inefficient working practices stretch staff to the limit ... organizations need to explore how innovative payroll systems and technology could help to ease the burden.

Source: [The Potential of Payroll: Global Payroll Survey, ADP, 2021](#).



Payroll staffing

Canadian Payroll jobs to drop 38% by 2027, Outpacing 29% global average, as automation rises.

Source: [ADP Research](#).



Data accuracy

Over 50% [of payroll administrators] spend time correcting errors each pay period (up to 78% for larger companies).

Source: [ADP Payroll Claims Research November 2021](#).



Tax compliance

The CRA imposes up to 20% penalties for incorrect payroll taxes and remittances, which can be costly for businesses.

Source: [CRA](#).

Benefits of managed payroll

Managed payroll, often called business process outsourcing (BPO), allows you to fully or partially, outsource your payroll administration to a dedicated payroll provider. Shifting payroll responsibilities to a hands-on partner like ADP® means you experience:



Reliable compliance support

Federal and provincial governments introduce new regulations frequently. A managed payroll keeps up with these regulations, so you don't have to.



Resolved staffing concerns

Work with top talent without bearing the costs to recruit, onboard, train and certify.



Worry-free tax filing

Eliminate the risks of filing incorrectly with the CRA and reduce the stress on your HR staff by outsourcing to experienced tax professionals.



Technology enhancements

Trust your technology and communication software is up to date while your provider bears the cost of maintenance.



Improved data accuracy

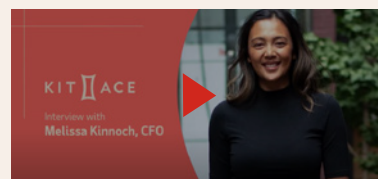
Reduce errors and empower employees to own their data with self-service. Systematic tracking and experienced professionals can easily resolve common issues.



Steady and cost-effective support

Reap the benefits of reduced expenses and increased profitability for HR staff, infrastructure and technology with a fixed cost for services.

Managed payroll testimonial



ADP Workforce Now® Comprehensive Services

HR and Payroll Outsourcing client testimonial:
Kit and Ace, Vancouver BC.

What questions should you ask managed payroll providers?

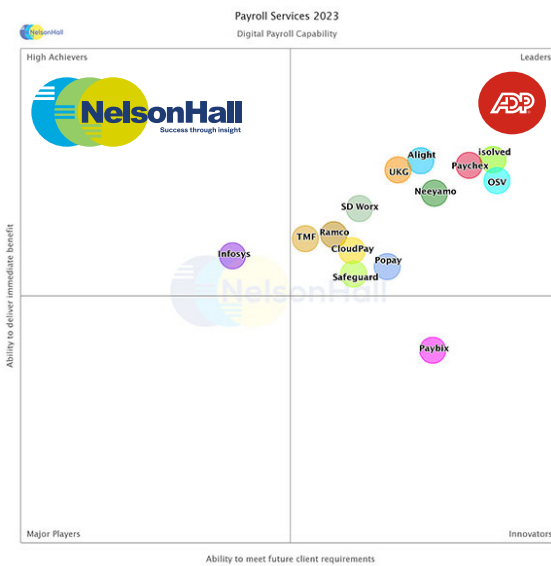
- 1 Describe your company's commitment to managed payroll. How long have you offered managed payroll services? How many dedicated associates do you have? How many clients?
- 2 What distinguishes your managed payroll services in the marketplace?
- 3 Can you describe the organizational readiness and change management services delivered with your managed payroll offering?
- 4 What is your continuous quality improvement plan and how do you improve on services throughout the client relationship?
- 5 How does your solution manage mergers, acquisitions and divestitures?
- 6 What consulting or advisory services do you offer?
- 7 Can you provide a brief overview of your payroll processing services? What services do you provide directly to participants?
- 8 How will the current HR system of record feed data to your payroll program? What are our responsibilities? How do you ensure the data is correct? What role does your managed payroll service team play during this process?
- 9 How will you support our payroll staff as the business grows and shrinks?
- 10 Does your service delivery model include employee service support? If so, please describe.
- 11 How do you ensure that your employee service team is relaying accurate information to employees and managers on client-specific policies and procedures?
- 12 Are clients allotted a certain number of support hours per month? If that number is exceeded, do we incur additional fees?

Contact your ADP sales representative for a more extensive list of questions you should be asking any potential managed payroll partner

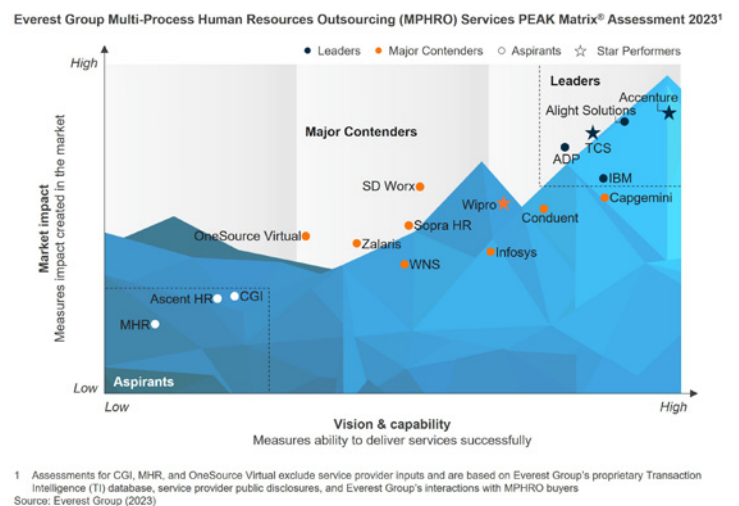
Why choose ADP for managed payroll?

With ADP, you're choosing a global leader with a consistent and proven track record of delivering managed payroll services, as recognized by leading industry analysts year over year.

2023 NelsonHall identified ADP as a leader in the Digital Payroll NEAT Report.



2023 Everest Group identified ADP as a leader in the MPHRO PEAK matrix.



TrustRadius ranked ADP HR Services as the most loved payroll and HR provider for 2024.

ADP Workforce Now Comprehensive Services are particularly valuable for large businesses that want to focus more on strategy, or those that are undergoing a merger or acquisition. The Comprehensive Services package allows your business to outsource either all, or select, HR services to ADP.

ADP case study

Investing in a strong HR strategy to make impactful change.

Mitchell Cawley, HR Manager, One Community Solutions

Read here



ADP's Comprehensive Payroll service advantage

By partnering with ADP, you have access to:



Self-service capabilities,
available 24/7, 365 days
a year.



**A call center, staffed by ADP
associates five days a week.**



**Support offered both
in English and French.**



**Knowledgeable call center
professionals that improve
your employee's experience.**

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- Your employees don't know their payroll services are outsourced. They just know their questions are getting answered.
 - Our business continuity processes help ensure our clients' needs are met no matter what. From severe weather disasters to global health emergencies, we help you lead confidently.
 - ADP is the largest provider of HR and payroll outsourcing services worldwide. We are not just a software vendor or an integrator. We work with you as a partner to free you from the burden and risk associated with payroll functions.

Schedule your ADP Discovery Workshop to learn if your managed payroll offering fits your needs.

Contact your ADP sales representative for more details.

Summary

- ✓ **Nearly 50% of employers outsource some aspect of payroll**
- ✓ **Administering payroll in-house is costly and time-consuming**
- ✓ **Shifting day-to-day responsibilities to a strategic partner frees up your HR and payroll departments**
- ✓ **Finding out you're non-compliant is costly. Partnering with experts who can keep up with constant regulatory changes relieves the risk**
- ✓ **You can rely on a proven partner, like ADP, that will care for your employees like they are our own**

Contact your ADP sales representative for more details.

