



Always Designing  
for People™



ADP® Comprehensive  
Services

Unlock HR strategies  
for your business

# ADP Comprehensive Services

Tackle your HR, talent, benefits administration and pay challenges with the help of proven experts and best practices

What if you had the ADP Workforce Now® technology platform plus a team of experts to provide the guidance you need to shift your attention from low-reward administration to more impactful strategic initiatives? What if you could boost business performance through a comprehensive HR strategy?

You can with ADP Comprehensive Services!

Partner with ADP for managed services - with flexibility built-in

With the proactive guidance of a team of specialists, we partner with your team to identify and examine your practices, challenges, goals and opportunities – and deliver process excellence and efficiencies where you need them most:



Attract, Engage and Retain Talent



Simplify Benefits Administration



Streamline the End-to-End Pay Process

With ADP Comprehensive Services, you benefit from the knowledge and experience of a closely engaged team who can help you re-define your HR processes to drive business value - a team that includes:

- **Relationship Manager**—serves as your strategic advisor, understands your organization's needs and goals, and reviews service results, utilization and future initiatives with your leaders
- **Client Service Manager**—oversees day-to-day service operations, implements process improvement ideas, and leads, coaches and assigns expert specialists based on client need
- **MyLife Advisors**— answer employee and manager technical questions via a support line, such as how to access direct deposit or W-2 forms
- **Specialists**—assist you with HR and talent, benefits and pay administration, and compliance (Specific specialists assigned to client are dependent on the ADP Comprehensive Services modules purchased)

*"ADP Comprehensive Services allows us to pull back from the administrative work and focus more on the people, the training and development of our staff. It doesn't feel like an outsourcing function; it feels like an extension of our own HR department."*

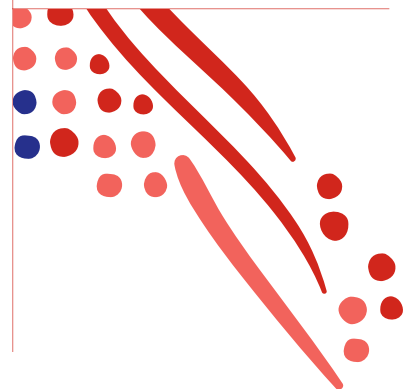
– CleaResult Consulting

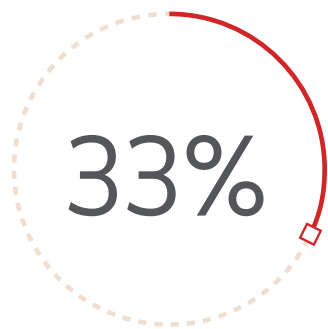


Keeping up with time-consuming administrative tasks and compliance requirements, while managing your employees, is a huge challenge.

It's frustrating trying to balance the daily grind and larger organizational goals, like developing talent.

**We get it.**





It costs employers 33 percent of a worker's annual salary to hire a replacement if that worker leaves.

– Work Institute, 2017 Retention Report

## Comprehensive HR

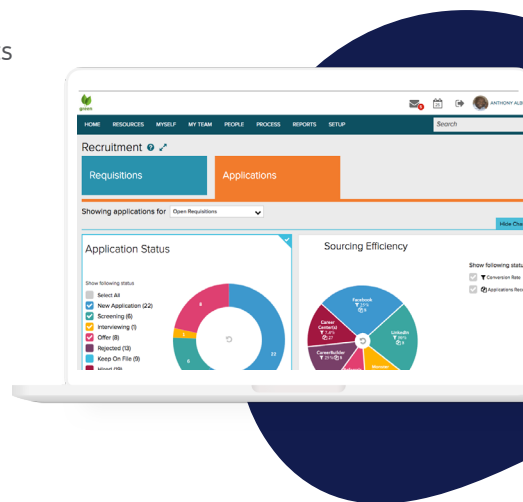
**Unleash your employees' full potential. Reduce turnover.**

In today's competitive hiring environment, you need to do all you can to win the war for talent. Unleash your employees' full potential. Reduce turnover. An effective talent management strategy requires a clear understanding of why employees stay or leave and what you need to do to keep them engaged.

Does your organization have "workplace zombies"? According to market research, 70% of U.S. employees are disengaged.<sup>1</sup> They can be a burden for any company, resulting in lower productivity and corporate profits.

**Our HR and talent specialists can provide best practices, tools and resources to help you manage:**

- Compliance and regulatory requirements
- Employee engagement
- Job descriptions
- Learning and leadership training
- Onboarding and e-l-9
- Pay and compensation benchmarking
- Performance management
- Recruiting
- Retention
- Risk and safety
- Employee handbook



**HR Specialist** is a strategic partner who provides HR best practices and compliance guidance, federal/state regulatory research and changes plus HR task assistance



**Talent Center of Excellence** helps you meet talent management goals through consultation, guidance, recommendations and tools



**Risk and Safety Center of Excellence** provides compliance guidance regarding OSHA regulations, workplace safety practices and loss prevention

# Comprehensive Benefits

## Break free from benefits administration and compliance worries

Employee benefits are hugely valuable to your workers – and can be a powerful recruiting and retention tool for your business.

Let us make benefits administration and enrollment easy and streamlined for your HR staff and employees. We can also help ensure your company stays compliant with the Affordable Care Act, Family and Medical Leave Act and other regulations to avoid fines and penalties.

## Our benefits specialist serves as your benefit administrator and an extension of your business, providing guidance in the following areas:

- ACA compliance and annual reporting
- Benefits plan maintenance
- Carrier connections and eligibility reporting
- Carrier invoice reconciliation
- Dependent tracking and verification
- Life event processing
- Online open enrollment
- Platform readiness and configuration
- Real-time reporting of benefits data
- Absence management (additional fee)
- Life insurance administration (additional fee)



**Benefits Specialist**  
coordinates, supports and performs tasks for benefits administration, management and annual enrollment



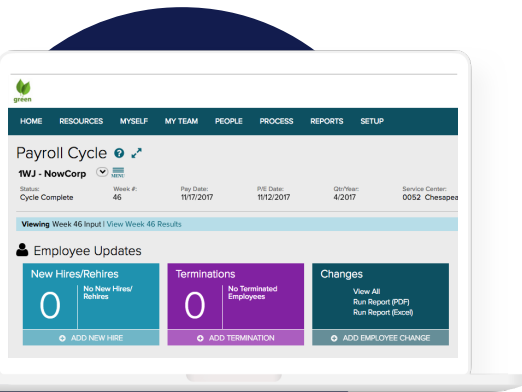
**ACA Center of Excellence**  
provides general legislation overviews, consultative support for client specific questions, compliance checklists and communications and reporting assistance



40%

Forty percent of companies were hit with unintended expenses in 2016 as a result of non-compliance with government regulations.

– ADP Research Institute (2017)



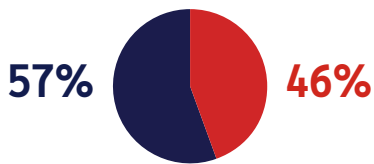
## Comprehensive Pay

### Never-ending pay tasks and compliance concerns?

Comprehensive Pay delivers fast and accurate pay through investments in automation and consultative pay support. Most of the administration burden become the responsibility of ADP. We deliver the flexibility and agility to meet the unique needs of your business model and size and provide a client experience that includes reaching out to employees on your behalf.

### Our payroll specialist serves as your payroll administrator and an extension of your payroll department, providing guidance in the following areas:

- Business expansion into new states (payroll and unique tax regulations)
- Business process transformation through documented pay processes and industry best practices
- Employee and manager payroll inquiries and general navigation questions
- Full service wage garnishments for court-ordered garnishments, levies and child support payments; Includes all required notifications to the various agencies and employees
- Managed time and attendance which includes a comprehensive audit and interaction with your supervisors to bring tighter control over labor costs through improved wage and hour compliance, simplified employee scheduling and access to more timely, accurate labor data
- Proactive guidance and administration of quarter and year-end processing and reporting requirements
- Federal and state tax regulatory changes, including pay statement requirements, paid sick leave, and more



Only 46 percent of mid-sized business owners say they're confident their organization is compliant with payroll tax laws and regulations, down from 57 percent just four years ago.

– 2016 ADP Midsized Business Owner Study



**Payroll Specialist** performs and supports day-to-day payroll administration tasks and provides best practice/compliance assistance for payroll and tax



**Wage and Hour Guidance** provides direction and advice on wage and hour issues including but not limited to FLSA regulations

Choose to partner with ADP Comprehensive Services for one, some or all areas across HR, talent, benefits administration and pay.

# Interested in learning more?

Watch this video.  
[adp.com/comprehensive-services](https://adp.com/comprehensive-services)



Designing better ways to work through cutting-edge products, premium services and exceptional experiences that enable people to reach their full potential. HR, Talent, Benefits, Payroll, Time and Compliance informed by data and designed for people. Learn more at [ADP.com](https://ADP.com).

1. Gallup 2017, State of the American Workplace  
ADP, the ADP logo, ADP Comprehensive Services, ADP Workforce Now and Always Designing for People are trademarks of ADP, LLC.  
Copyright © 2019 ADP, LLC. All rights reserved.

