

ADP Comprehensive Outsourcing Services



ESSENTIALS

**Your organization
requires clear focus on
strategic priorities; rely
on ADP Comprehensive
Outsourcing Services to ...**

Manage your vital workforce and benefits
administration processes

Optimize efficiencies and economies of
scale across multiple HR functions

Control costs and compliance risk

Improve employee productivity
and satisfaction

Allow more time to achieve organizational
goals and objectives

**... and gain value from our
proven ability to help mid-sized
organizations execute their
business strategy.**

ADP: YOUR MID-MARKET HR BPO PROVIDER OF CHOICE

Mid-sized organizations have unique needs when it comes to HR Business Process Outsourcing (BPO). They want flexibility that allows them to execute on their business strategies. They require technologies and processes that enable efficiencies and best practices. Most of all, they desire a new, scalable operating model that allows them to reduce costs and focus their people and resources on critical organizational initiatives.

ADP has the unique ability to provide mid-sized organizations with the flexible services, technologies and cost-saving HR BPO solutions needed to strategically manage their business.

Organizations are counted on to provide the basic services their employees expect—applicant management, payroll processing, human resource services and benefits programs. Yet, for many organizations, it doesn't always make business sense to manage some—or any—of these processes themselves. And for organizations undergoing compelling business changes such as a spin-off or divestiture from a parent, the infrastructure may not be in place to manage these processes effectively. Running an in-house employee call center, maintaining information technologies, staying current with government regulations, and administering benefits programs can all divert attention away from important strategic objectives. These activities, though essential, are not part of the core competency of most organizations.

Fortunately, providing these services is the very essence of ADP's strategic mission. Delivering comprehensive HR business process outsourcing services to organizations is our core strength—and we the leader in the HR BPO market.

With ADP, you can rest easy knowing that you are partnering with one of the largest providers of outsourced payroll, HR and benefits services in the world.

WHAT YOUR ORGANIZATION NEEDS

With offerings specifically designed for mid-sized organizations, ADP delivers deep domain expertise and fully integrated services across a wide range of critical HR functions. ADP leverages its proven track record and established infrastructure to provide the core components of its HR BPO offering, Comprehensive Outsourcing Services (COS). Empowering its client base through market-tested systems and best practices in a service-oriented model, ADP is in a unique position to deliver on client needs.

The flexibility you need

With COS, you transfer the administrative responsibility for a broad range of HR processes to ADP. You provide the strategic direction and, as your service ally, we take it from there. ADP's unique solutions complement your organization's business plan, whether it calls for rapid growth, a heightened focus or realignment of personnel and cost structure. Our customers enjoy peace of mind from knowing ADP is handling its critical HR-related back office and front office tasks in a manner that complements their objectives.

THE ADP ADVANTAGE



ADP's National Account Services helps mid-sized organizations manage through organizational change brought on by:

- Mergers and acquisitions
- Spin-offs and divestitures
- Strategic realignment

Strategic and organizational shifts are often the catalysts for an organization's interest in HR BPO solutions. The ADP COS offering is proven to provide the flexibility, domain expertise, cost effectiveness and multi-function capabilities that are often needed for success. With best-practice implementation and service models already built, ADP provides the best option for mid-sized organizations, whether they need a rapid deployment to support a new spin-off or a comprehensive solution to meet long-term planning needs.

ADP Comprehensive Outsourcing Services provides a full range of HR services to meet your needs.



The cost-savings you need

Mid-sized organizations that turn to ADP COS also want another business outcome: overall cost-savings. Our streamlined processes and technologies produce efficiencies in administration, work flow and employee support that help reduce total cost of ownership within the HR function. In addition, ADP's proprietary technology platforms deliver advanced, integrated applications without the complexity and expensive overhead of maintaining in-house infrastructure. No need to put demands on your IT department. ADP assumes responsibility for hosting, maintenance, upgrades and incorporating new functionality.

The technology you need

The applications that support the ADP COS solution are market tested by hundreds of mid-sized organizations across the United States. With its industry-leading applicant management, payroll processing, HRIS and health and welfare platforms, ADP delivers the right mix of functionality and usability, ensuring that organizations can efficiently automate and manage the entire employee lifecycle – from applicant to retiree.

ADP further enhances employee, manager and practitioner productivity through comprehensive, Internet-accessible self service tools that allow enhanced control over employee data and processes. And with a portal design that integrates multiple ADP services in a single interface, organizations will have a single window into their varying HR needs.

The expertise you need

ADP understands that HR expertise is a prerequisite for an HR BPO provider. Mid-sized organizations are looking for best practices and domain expertise that can justify their decision to outsource their HR functions. With a legacy as one of the world's leading providers of HR systems, payroll solutions, health and welfare solutions, and applicant management systems, ADP delivers a proven expertise and knowledgebase that is unparalleled in the industry. Add an employee service center that is staffed with experienced professionals, many of whom hold industry designations such as Certified Payroll Professional (CPP) and Professional in Human Resources (PHR), and ADP COS is ready to meet your organization and employee needs.

KEY DIFFERENTIATORS

Industry Expertise

Unlike other HR BPO providers whose roots are in IT management or call center services, ADP is, and has always been, focused on providing critical HR-related services to its clients. With 55 years of service experience, and market-leading solutions for applicant management, HRIS, payroll, benefits administration and more, ADP is committed to providing its clients with the level of HR expertise that you expect from a BPO provider.

Economies of Scale

ADP's value to mid-sized organizations is rooted in its ability to provide proven technologies and processes that can be leveraged across a large client base. This scalability allows ADP to offer efficiencies that are unique and perfectly fit for the demands of the marketplace. The result is highly efficient, cost-effective best practice solutions capable of delivering the flexibility and savings that organizations require.

Proprietary Technology Platforms

The technology model employed in an HR BPO relationship is one of the most critical determinants of success. ADP's proprietary technology approach ensures that clients minimize their upfront IT investments, eliminate costly on-going management concerns, avoid reliance on third-party software and have the technical (and financial) freedom they need to make effective long-term decisions.

Integrated Service Delivery

With ADP COS, your organization will receive an effective combination of technology integration, self service tools, call center resources and CRM/knowledgebase technology to ensure that multiple HR functions are delivered seamlessly to employees and practitioners. In addition, the ADP service delivery team works closely with the client to maximize the service and support experience across each of its functions.

Financial Stability and Security

With typical industry contracts ranging from 5–10 years, clients need to be confident that their HR BPO provider is capable of fulfilling its service commitments over the contract life. As one of just six industrial organizations with an AAA investment rating, ADP is clearly positioned as a viable and long-term provider to the HR BPO marketplace.

ADP REPORT



A recent white paper commissioned by ADP and conducted by IDC documented the growth of HR BPO in the mid-market and the positive net effects ADP COS has had for clients undergoing major change within their organizations. IDC's research noted that mid-market organizations are facing challenges such as focusing the right people and resources on strategic initiatives, linking IT and business processes and identifying core competencies.

The clients featured have conquered those challenges with the assistance of ADP COS, resulting in a number of key successes.

ADP Self Service enabled Acuity Brands to significantly reduce paperwork related to employee information, with over 90% of

employees successfully enrolling in health care plans via a new online system. ADP further assisted in linking important processes by creating a single system of record that consolidated and organized data from numerous employee benefit plans. A second client, Credit Suisse, integrated new employees acquired through a merger while reducing payroll staffing by more than 75%. This integration has cut payroll service delivery costs by 50% and has allowed the introduction of valuable new tools, such as employee self service.

For a copy of this white paper, please visit <http://nas.adp.com> and click on the Resources tab at the top of the page.

LARGE ORGANIZATIONS WORLDWIDE RELY ON ADP

ADP offers the broadest range of human resources, benefits and payroll administration services that large employers need to provide essential employment functions with unparalleled reliability. Organizations count on ADP's extensive expertise, technology and operations precision to process critical transactions accurately every time. When large employers depend on multiple services from ADP, they gain additional advantages created from streamlining processes, people and systems to integrate data from separate functions through one gateway.

ADP is the world's leading provider of outsourced HR, benefits and payroll.

PAYROLL

Comprehensive ADP solutions provide the peace of mind that comes from knowing payroll and payment of payroll taxes are consistently efficient, correct and easy to manage. And our interactive online resource empowers employees and supervisors with essential productivity tools. ADP's time and labor management services yield an immediate return on investment through faster, more accurate payroll and tighter control of employee time and attendance. Better workforce management, improved productivity and enhanced decision making can help your organization optimize labor resources and reduce time and labor management costs with time and labor tracking software.

HUMAN RESOURCES

ADP's established HR platform and employee and manager self service applications allow your organization to take advantage of the flexibility and efficiencies provided by ADP for everyday tasks such as personnel and payroll administration, data management, performance management and compensation management.

BENEFITS

ADP's wide array of solutions deliver programs with the superior service that helps retain employees, while freeing in-house resources to focus on strategic business goals. Services include Health and Welfare, COBRA, Flexible Spending Accounts (FSA), Commuter Benefits, Total Compensation Statements and Carrier Enrollment Services.



Automatic Data Processing, Inc.
National Account Services
5800 Windward Parkway
Alpharetta, GA 30005
www.nas.adp.com
Toll Free: 1.800.548.6547

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