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# ADP® Assist

Technical whitepaper

**Unleashing the power of  
generative AI in the world of work**



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# Introduction

Artificial intelligence (AI) is revolutionizing the way we work and it's making a critical impact for HR practitioners, hiring managers, candidates and employees. It is transforming the use of data, making it more accessible, easier to use and driving more insights — all within the global world of work.

Generative AI (Gen AI) is driving a technological revolution, yet many still struggle to grasp its implications for their work. While often seen as new, generative AI is an evolution of decades of AI advancements, from machine learning (ML) to natural language processing (NLP). Today, generative AI enables faster processing of vast, complex data, automates routine tasks, and enhances analytics to deliver better outcomes.



At ADP, we've been working with AI and machine learning in our products for over a decade, leveraging the power of our deep HCM dataset to enable higher productivity, a more personalized employee experience and data-driven insights to help businesses grow and plan for the future. For instance, ADP uses AI to process extensive, current pay data across geography, industry and position, creating benchmarks that empower HR practitioners to offer competitive salaries and benefits. AI-assisted payroll catches errors before they become a headache, offering guidance within the workflow for HR, management and employees.

In a world where technology is advancing rapidly, potential users of generative AI are challenged with how to best implement this technology. In this whitepaper, we'll explore the ways in which generative AI is dramatically changing how the HR function does business and what the future will look like both near- and long-term. Specifically, we'll look at:

- ✓ **Emerging trends in the use of generative AI in HCM**
- ✓ **HCM challenges in today's world of work**
- ✓ **How generative AI can make HCM easy, smart and human**
- ✓ **Under the hood: ADP's AI technology**

## 1. Emerging trends

# Emerging trends in the use of generative AI in HCM

No matter where you are in the AI journey, it's useful to know the larger context. In this section, we'll share how other companies are currently using AI, the power of quality HCM data, emerging legislation on the use of AI in HCM, and what the future of HR will look like with generative AI "under the hood."



## Trend #1: HR professionals are already using generative AI today — and plan to increase use into the future

There is a sense of urgency among HR practitioners around the use of generative AI. According to Gartner<sup>1</sup>, over three quarters of HR leaders believe that if they don't implement AI in the next 12 to 24 months, they will be at a disadvantage compared to those who do. This response taps into what HCM professionals believe but more significant is how HR leaders currently use generative AI and how they plan to use it going forward.

For this answer we can turn to a recent ADP survey of over 1,500 business leaders and HR decision makers<sup>2</sup>. Almost two-thirds (63%) of large organizations (1,000+ employees) and 44% of mid-sized companies (50-999 employees) report they have implemented or are piloting the use of generative AI. Although only 17% of small businesses (1- 49 employees) say they are using generative AI, 38% are exploring or plan to explore the technology.

The survey also found that companies that have implemented or piloted generative AI say they have experienced time savings and increased productivity. More than 9 in 10 organizations with 50+ employees say automation has helped simplify HR tasks.

The power of generative AI is its ability to make use of large amounts of data to improve productivity, streamline processes and gain insight. It's reassuring that when asked about workforce priorities in the next three to six months, 33% of mid-sized and 29% of large companies say leveraging people data is a top priority. Survey respondents also share that data privacy, data security and data quality top their list of concerns.

**9 in 10 organizations**  
say automation has helped  
simplify HR tasks

## Trend #2: The depth and breadth of deep organization workforce data and insights

HR plays a vital role in shaping the key milestones of an employee's career journey. From the moment employees are hired and through the onboarding process, to managing compensation and leave, HR is there every step of the way. Additionally, HR actively supports growth and development, while also guiding employees through retirement and succession planning.

All these interactions generate data that captures the unique nuances of each employee's experience. Using the vast amount of data within HR systems, AI can enable HCM professionals to better understand and anticipate the needs of their workforce by creating personalized, human interactions at every significant moment in an employee's career. Through anticipating user needs, AI ensures that HR practices are not only efficient but also deeply human and tailored to each individual's journey, allowing for a more engaged and satisfied workforce.

To create this customized experience requires a high quantity and quality of data, more than most companies have within their own four walls. ADP has the industry's largest and deepest HCM dataset based on over 1.1 million clients spanning 140 countries and 42 million wage earners globally. This extensive, unique dataset is used to train ADP's AI to anticipate what users want and need. Blended with an employer's proprietary data, it turns unparalleled data into highly credible and actionable insights so that clients can make smarter decisions that drive performance.

### ADP's dataset



**1.1M+**  
clients



**140**  
countries



**42M+**  
wage  
earners  
globally

## Trend #3: Growing legislation governing use of AI in HCM

As AI continues to dominate the headlines, policymakers and legislators across the world are considering how and when to regulate this technology to protect employees, consumers and citizens.

The common themes in much of the legislation is the need to protect privacy, mitigate bias, provide transparency and explainability, ensure human oversight and monitor results after the product is in use.

Protection of data and individual privacy has been a concern of legislators for some time. The European Union's General Data Protection Regulation (GDPR) went into effect in May 2018 and is in many ways a precursor to current AI legislation.<sup>3</sup> Some states are also passing data privacy laws like the California Consumer Privacy Act of 2018 (CCPA) in order to give consumers more control over the personal information that businesses collect about them.<sup>4</sup>

The scrutiny is especially high on the use of AI in the HR space because there can be consequential decisions for individuals when AI is used in hiring, promotion, compensation and termination. Trust is particularly important when it involves people's livelihoods. Employees need to feel that their employer takes data privacy seriously.

Of particular note is the recently passed European Union's Artificial Intelligence Act (a.k.a., the EU AI Act)<sup>5</sup>, a comprehensive law that may likely greatly influence future AI legislation across the globe.

In May 2023, the Equal Employment Opportunity Commission (EEOC) published a technical assistance document that made clear that the Uniform Guidelines for Selection Decisions (1978) apply to AI — specifically, to algorithmic decision-making tools when they are used to make or inform decisions about whether to hire, promote or terminate.<sup>6</sup>

Among U.S. states and municipalities, several laws have passed or are under consideration. For example, the Colorado AI Act, passed in May 2024, made Colorado the first U.S. state that protects consumers from algorithmic discrimination in consequential decisions made by high-risk artificial intelligence systems. It broadly regulates the use of AI in areas that affect consumers and workers like employment, education, lending, healthcare, housing and other services.<sup>7</sup> Additionally, California has formed a panel of AI experts to study potential safety rules while New York legislators are preparing to introduce new regulations to protect consumers and guide technology's development and are crafting new regulation and safety rules.<sup>8</sup>



## Trend #4: AI: Transforming the way you work

With all of the attention that AI garners, it's easy to forget that the purpose of this technology should be to make things easier, smarter and more human. People — be they HR practitioners, employees, business owners or managers — want technology and solutions that mirror the way they work. Users shouldn't need to learn how to talk to the machine or navigate systems. AI needs to be part of the workflow no matter the domain, be it time, benefits, policy or payroll. It should join systems and make the user's experience seamless all while accessing deep and essential data that provides better, faster solutions.

At ADP, the heart of our mission is to transform the global world of work. By harnessing the power of our data footprint and cutting-edge AI, we want to empower individuals and employers alike with intelligence, insights and know-how to be successful at work. Through decades of innovation, expertise and millions of clients and partners, we are shaping the new era of work that is easier, smarter and more human-centric.

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## 2. Challenge for personas

### HCM challenges in today's world of work

Put simply, the HR profession has been riding a rollercoaster since 2020. Even before the pandemic, recruiting was challenging in many sectors, but COVID-19 turned everything upside down. HCM professionals have had to cope with a tight labor market, remote and hybrid work arrangements, employee wellness, economic uncertainty and a rapidly changing compliance landscape.

To complicate matters further, HR is losing their own headcount. Roughly a third of midsized (31%) and large (38%) companies say they are experiencing turnover in HR. Over half say its due to retirement or switching jobs within the company. Most often an existing employee absorbs the responsibilities which puts more pressure on HR.<sup>2</sup>

HR is also struggling with technical issues. Too often, HCM systems are organized in silos, by domain — for example, payroll, benefits, time — but that's not how people think and work in real life. Organizations need HCM systems that enable users, be they HR, managers or employees, to solve issues and find answers in the flow of work in a more holistic way. And although HCM technology has improved greatly, it can still be difficult and expensive to tailor solutions, forcing companies to make do with a "one size fits all" system.

### Payroll challenges with growing complexities

Ask any payroll practitioner why they can't take off Mondays or Tuesdays. They'll tell you that they're chained to their desk, with 20 browser windows open, trying to juggle multiple different data sources, making sure all the data is clean and correct, catching errors before they cause problems, calculating data and running audits. They'll tell you that there are so many moving parts and if it's not 100 percent correct, it's their job on the line.

It's a huge problem affecting most organizations. Nine out of 10 midsized and large companies encounter payroll errors or issues each payroll cycle.<sup>2</sup> These problems are often due to employee entry errors and paycheck mistakes, resulting in incorrect or delayed payments. Common issues include payroll inaccuracies, missing time punches and unapproved timecards. Moreover, missing tax IDs for SIT (State Income Tax) and SUI (State Unemployment Insurance) further complicate payroll tasks.

The end result is payroll errors that not only create more work for payroll and managers but make for unhappy employees. What's needed is guidance within the workflow to remedy issues such as missing time edits and punches before they become a problem.

**9 out of 10**  
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encounter payroll errors or issues  
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## Compliance challenges in an evolving regulatory landscape

In 2023, there were several changes or updates to employment laws in the U.S. alone. If your organization is operating across state lines or globally, you know how complicated staying compliant with these laws can be.

While salary history bans have been in place in many states and municipalities for years, pay transparency laws are on the rise.<sup>9</sup> This type of legislation requires the employer to state a salary range when posting a job. Currently, 11 states and the District of Columbia have passed pay transparency laws and many more states are discussing enacting such legislation.<sup>10</sup>

In a recent study by SHRM, over two-thirds (67%) of HR professionals say their organization voluntarily provides starting pay in their job postings sometimes, often or always. Interestingly, 32% of these companies began doing this just within the past year.<sup>11</sup>

Because of the great amount of personal data collected through HCM processes, HR professionals also need to stay up to date with data privacy laws. This means ensuring that the HCM technology their organization uses adheres to best practices and aligns with current and future legislation.

## Talent acquisition challenges refined

It's no surprise in the current labor market that a third or more of mid-sized (33%) and large businesses (38%) struggle to find qualified employees.<sup>2</sup> Sourcing qualified talent is difficult, and companies often lack competitive wage information and compensation benchmarks for their location. The time spent crafting and publishing job descriptions, creating relevant interview questions, scheduling interviews and communicating with candidates can be overwhelming and time-consuming for HR practitioners and recruiters.

Candidates and new employees suffer from HCM systems that are complicated or inadequate. Candidates who have difficulty scheduling interviews, receiving timely replies from HR or who just get lost in the process will drop out. As an organization, you want your new employees to have a positive experience from the very first touchpoint. They should be able to complete the onboarding process simply, without duplicate data entry and endless forms. Those first interactions send a strong message about your company culture.



## Analytics challenges driven by data quality and quantitative skills

Accessing HR metrics and reports is often difficult and labor intensive. This hinders data analysis and the ability to gain insights in the flow of work in real time when you need it. Consequently, CHROs and HR practitioners lack the data necessary to drive strategic initiatives or act quickly. Managers lack the information to best manage their employees. Even employees are missing out on information that could help them better manage their benefits, wages and finances.

In order to compensate employees equitably and offer candidates competitive wages, HR must have accurate, current pay data — data that comes from real employee pay stubs and payrolls, pay data from competitors, by geography, industry, employee size and incorporating skill-based pay data. This requires access to an immense HCM dataset that extends beyond any individual organization.

But it's more than just having the data. HR practitioners need HCM solutions that crunch the numbers and provide insights in real time so they can head off problems and be proactive.

## Service challenges impacting employee experience

Getting support and answers to commonly asked questions is a major challenge for practitioners, managers and employees. Obtaining answers to common questions can be frustrating, requiring users to navigate through various systems, which disrupts the flow of work and wastes valuable time.

Poor service also impacts employee engagement. Cumbersome systems can lead to a relationship between HR and employees that is impersonal and cold, leading to a lack of engagement.

A holistic approach to service allows users to search by intent rather than navigating through menu-driven systems, simplifying problem-solving and reducing the need to jump from silo to silo.

What's needed is a HCM system that can quickly process automation to connect and streamline workflows to improve productivity, analysis and problem-solving. It should provide proactive insights that automate and surface areas of focus within the workflow to accelerate outcomes. The system must offer personalized experiences tailored to the unique needs of companies and employees based on rich, connected profiles. Ultimately, it should simplify the daily work life of employers, employees, managers and HR practitioners, making their experience easier, smarter and more human.



### 3. Use cases

## How GenAI can make HCM easy, smart and human

From personalized experiences tailored to individual needs to alerts that provide insight a specific moments in time, ADP's GenAI-driven user experience solution is designed to make every interaction effortless, informed and deeply human-centered.

#### ADP Assist

At the heart of this system is ADP Assist, a cross-platform solution that harnesses the power of ADP's unparalleled data and expertise along with generative AI to simplify the world of work. ADP Assist boosts HR productivity, aids decision-making with data-driven insights, and streamlines day-to-day tasks for practitioners, managers, employees and executives.



Using an intuitive, conversational interface, ADP Assist provides valuable and contextual insights which touch every aspect of HR — payroll, time, talent, benefits, recruitment, analytics, reporting and compliance. It anticipates what users want and proactively delivers actionable insights in plain language. The end result is an intelligent platform that simplifies HR tasks, leaving time for employees, managers, and HR practitioners to be more strategic and drive workforce performance.

### Client study

Like many companies, Valley Bank struggled to respond to employee inquiries in real-time, with call volumes straining its People Solutions Team and impacting productivity. Employees were seeking faster, more responsive assistance. Traditional tools were cumbersome and time-consuming, failing to meet the demand for immediate always-on-support. Harnessing machine learning and natural language processing, ADP Assist seamlessly integrates with MyADP and ADP Mobile, supporting Valley Bank's culture of innovation and ensuring its employees have the answers they need whenever and wherever they need them.

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As an organization committed to innovation and progress, we recognize the imperative need to integrate artificial intelligence (AI) into our operations. Embracing AI technology is not merely a trend but a strategic move to enhance our competitive edge, streamline our processes, and deliver superior value to our stakeholders.”

—Andy Tsamis,  
SVP and Head of People Solutions, Valley Bank



# How does ADP Assist work for candidates, employees, managers and practitioners?



## Candidate/Employee

- Maximize productivity with timely answers about pay, time off, direct deposit, policy questions and more using chat enhanced by ADP Assist from your mobile phone or desktop
- Receive answers to questions about company culture, the hiring process and more
- One-on-one agenda recommendations for effective conversations with your manager
- Pursue your learning journey with recommended skills-based learning management system courses



## Manager

- Attract top talent faster by generating time-saving, skill-focused job descriptions
- Enhance automated job descriptions by controlling the tone and structure of the generated drafts



## Practitioner

- Simplify compliance with proactive checks to address missing tax registrations
- Minimize payroll issues via prompts to review payroll anomalies, missed punches and timecard approvals
- Focus on complex tasks knowing that chat enhanced by ADP Assist will help answer commonly asked questions
- Surface real-time payroll exceptions like missing deductions and provides guidance in how to resolve
- Receive updates on minimum wage changes and facilitate applying those changes
- Analyze unstructured federal and state prevailing wage documentation to create structured job rate tables for compliance support
- Receive concise, easy-to-understand answers to FAQs
- Initiate actions directly from search results
- Make more informed decisions with AI-driven analytics for immediate insights
- Make more informed decisions with proactive alerts around turnover and tenure

Includes features that have been implemented as well as those ADP plans to introduce. Subject to change at ADP's discretion.

At ADP, we understand the great opportunity that new technologies like generative AI can provide as we design and develop innovative solutions that address the critical needs of our clients, their employees and our associates. Our goal is to help people perform their jobs better, with greater satisfaction and more successful outcomes. As the power of generative AI grows, we remain laser focused on the human experience, providing easy, smart and human technology to help HR practitioners, managers and employees make informed decisions more efficiently and to achieve their goals confidently.

## 4. AI solutions at ADP

**ADP has a long-standing commitment to integrating AI and machine learning into our products. Our generative AI strategy and approach is underpinned by a robust technology infrastructure with knowledge-based domains and a foundational emphasis on ethical use, security, privacy and safety.**

### Data: The core of ADP's innovation

Data lies at the heart of every ADP product and solution. ADP possesses one of the industry's largest and most comprehensive HCM datasets, drawing data from over 1.1 million clients across 140 countries and 42 million wage earners globally. With 75 years of expertise, we are uniquely positioned to generate insights and guidance through our AI systems, addressing a wide array of HR and Payroll challenges.

ADP's HCM dataset is composed of three key data sources: Proprietary operational data, unique to ADP and generated by our platforms; client-generated data, produced by our clients through the use of our products; and publicly available data, including regulatory and compliance information specific to HR.



### How ADP protects client data

Since 1949, protecting client and wage-earner data has been central to ADP's mission. While our methods have evolved with technology — from on-premise servers to modern cloud solutions — our commitment to data security remains unwavering. When dealing with personal identifiable information (PII) and client identifiable information (CII), ADP implements one of two technical options to completely anonymize such sensitive information. One option is to apply a one-way hashing algorithm on the specific data elements that need to be anonymized. Thus, the uniquely identifying information — such as name components, social security number and date of birth — are encrypted, masked and unrecognizable via a process that cannot be reversed.

Another option simply discards the sensitive data elements before using the remaining data for model training purposes. Such elements could include marital status, ethnicity or street address, for example. We employ industry-standard controls to anonymize and secure personal information within our private environment, ensuring that data remains protected throughout its lifecycle. Redacted data stays within ADP when doing grounding for either retrieval-augmented generation (RAG) or fine tuning. We also have rigorous guardrails in place that monitor traffic between our environment and external tools that filter for any potential sensitive information going both ways. We use rigorous methods to safeguard privacy and keep client data secure by, among other things, using only dedicated ADP instances of large language models and minimizing the personal data used in our models.

## Artificial intelligence at ADP

Over the past decade, ADP has made significant investments in curating, normalizing, anonymizing and securing structured data to deliver analytics and insights to our clients. The rise of generative AI has expanded our capabilities, allowing us to leverage unstructured data alongside our structured datasets.

Structured data includes data organized in tables, rows and columns, while unstructured data can be found in text documents, images and videos.

We serve over 1.1M clients across the globe today giving us insight into the lives of over 42 million workers worldwide, including nearly 20% of U.S. working population.

The emergence of generative AI has provided the potential to harness unstructured data alongside our structured data set. Over the past few years, through client engagements we have generated over 46 million unique interactions across calls and chats. Each interaction is a signal of a job to be done. For example, a payroll that needs to be completed or a tax notice that needs advice. Our data set is filled with the challenges and nuances of HR, so that we can understand not only what people are currently asking about, but also anticipate future queries and provide them with the reliable answers they need.

As the power of generative AI grows, we remain laser-focused on the human experience. Our product and design principle and philosophy is to provide easy, smart

and human technology that empowers HR practitioners, managers and employees to make informed decisions with confidence.

We also understand the great responsibility we have to approach these innovations in a way that is ethical, secure and compliant for our business and the clients we serve around the world.

Powered by a pre-trained LLM, ADP's products allow HR professionals, business leaders and employees to get valuable guidance, insights and support which touch every aspect of HR — payroll, time, talent, benefits, recruitment, analytics, reporting and compliance — all while conversing in natural language, in an intuitive, human interface.

To amplify our technological capabilities, we've partnered with leading technology companies like AWS, Microsoft, Databricks and Salesforce. These partnerships extend our reach to more technological resources, such as OpenAI through Microsoft and Anthropic through AWS. ADP relies on closed-source models, such as Microsoft-OpenAI's GPT family and AWS Bedrock-based models and ensures that any AI vendor meets our strict client data protection standards.

Additionally, ADP Marketplace Partners offering AI features as part of their solution must agree to comply with ADP AI principles.



## Making structured and unstructured data more accessible

At ADP, our approach is to innovate within the context of value. We use AI first and foremost to solve our clients' business challenges and needs.

For example, we're investing heavily in content reformatting and regeneration using generative AI. When people interact with our products, they are trying to achieve a specific goal and that often involves understanding context. Instead of having a conversation with a chat bot programmed with static answers, ADP's technology enables the user to ask a question and it understands the intent behind the search terms and uses generative AI to mine ADP's deep knowledge base to quickly deliver easy-to-use and helpful content.

## Explainability and transparency

At ADP, we strive to develop AI and ML models that are explainable and direct, with clear purposes. Our pre-trained models are designed with understanding as a key attribute, measured against an expressed desired outcome. We continuously monitor our models accordingly, checking for accuracy, drift and bias and can re-train to improve these metrics.

**Through our governance process, we provide our clients with information about how our models operate, their proper use and their limitations, so that clients can use their outputs as intended.**

## Human and machine reimagined

Human oversight is integral to the reliable operation of AI at ADP. Our solutions offer recommendations to human decision-makers, who then determine the appropriate course of action — they don't make the decision for the human. We continuously monitor our models using human experts to validate and refine generative AI outputs. This approach ensures that our AI tools deliver accurate and reliable information, supported by a feedback loop that fine tunes model quality.

As an example, the FAQ service is one of the most successful applications of generative AI at ADP. In our daily world, when people want information, they typically type key words into a search bar that, in turn, delivers documents or links — that they then have to follow, read and digest. We're changing this process at ADP. We use very specific ADP-tuned Retrieval-Augmented Generation (RAG) to look at all the information, summarize it and cluster it in semantic themed topics, to build sets of Q&A pairs where questions are tied to answers from those topic clusters. Because of our deep, real-time analysis of our HCM datasets and call/chat transcripts, we know that these Q&A pairs are reflective of what users are most interested in when using our search bar. Then human subject matter experts ensure that the Q&A pairs are accurate.

ADP uses the latest approaches in prompt engineering to make sure curated content is retrieved, free of hallucinations in RAG and reviewed by human subject matter experts. In addition, our guardrails filter for content that is not relevant for both the user and the response. ADP also uses tracing tools to flag and detect hallucinations, should they occur, in order to quickly correct.



## Responsible AI defined and refined

ADP's compliance-by-design process incorporates transparency, bias mitigation and accuracy into our generative AI tools. Privacy, security and intellectual property considerations are examined throughout the entire product lifecycle — from the ideation and development phases to the ongoing monitoring of our AI tools.

In 2019, ADP established an AI & Data Ethics Council, one of the early companies to do so. The council is composed of both industry leaders and ADP experts across our business. They advise on emerging industry trends and concerns, and provide guidance with respect to the principles ADP should follow while developing products, systems and applications that involve AI and data.

ADP is implementing the National Institute of Standards and Technology (NIST) AI Risk Management Framework<sup>12</sup>, with guardrails focused on security, privacy, accuracy and safety, supported by a governance process that includes a comprehensive review by a cross-functional team.

ADP's methodology for approving AI use cases involves three stages: proof of concept, pilot and general availability. Our decision-making process also prioritizes minimizing risk, for example, by thoughtfully reducing data to be used in our models, and on focusing on ways to ensure humans are still the ultimate decision maker.

### How ADP is mitigating bias in AI

ADP employs a rigorous monitoring system to assess model performance, data changes and potential biases. We also engage third-party experts to validate our findings and ensure our AI tools consistently deliver high-quality outputs. Our team tests these tools to ensure they continue to deliver the same level of quality output over time.

At ADP, our goal is to create powerful, easy-to-use, intelligent and human-focused products and services that make our clients' work simpler while providing insights to make their outcomes better.



# ADP Assist technical architecture overview

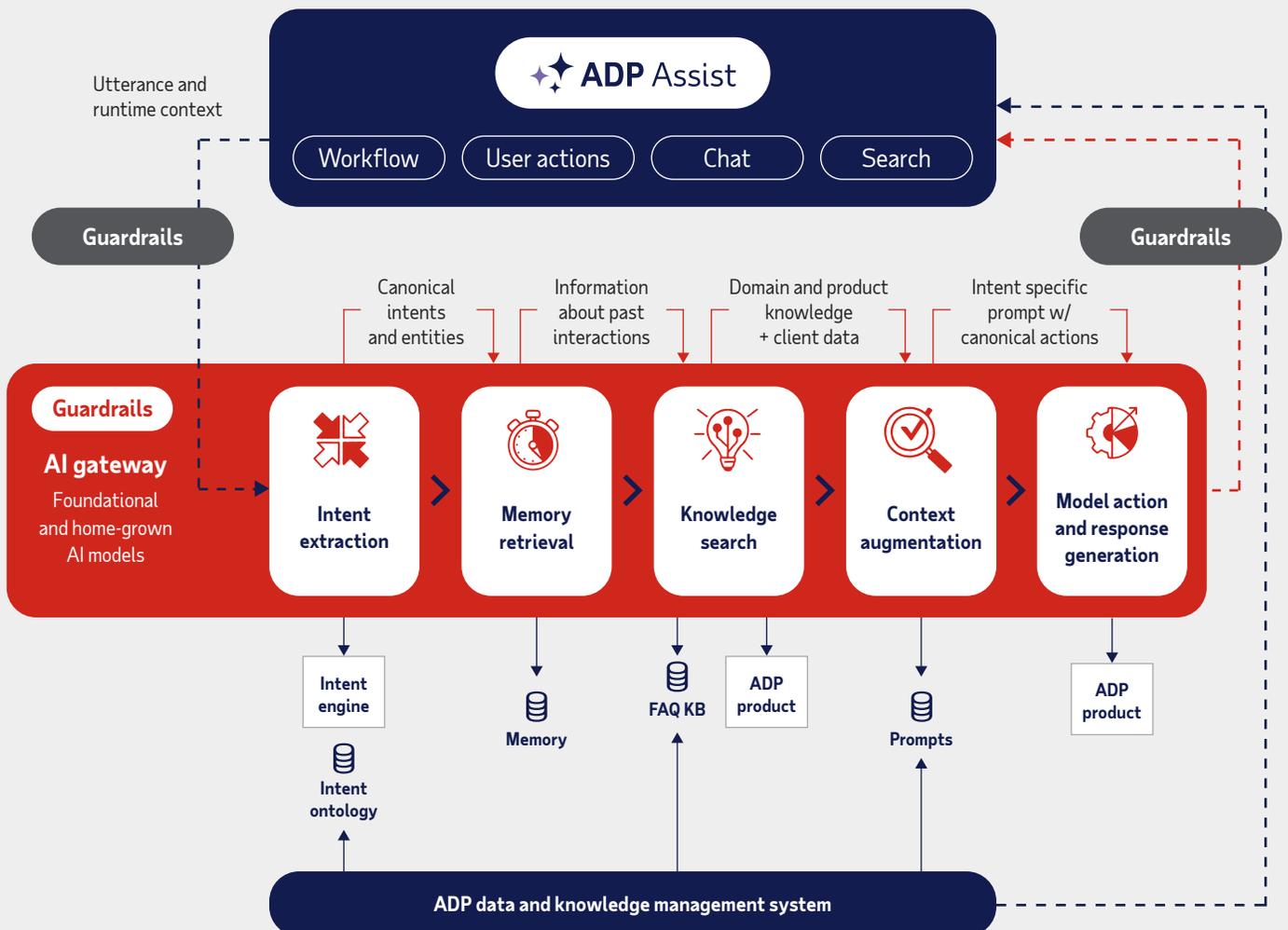
ADP Assist is an AI-powered assistant designed to deliver a seamless and intelligent experience across ADP products, providing personalized support to employees, managers, and practitioners. By processing natural language requests, it understands user intent and entities using a custom-built intent engine and HCM ontology, ensuring precise and relevant responses.

The system contextualizes requests by retrieving and synthesizing information from multiple sources. These sources include domain knowledge such as compliance rules and regulations, process knowledge including standardized workflows and best practices and client-specific data and configurations.

By combining these elements, ADP Assist creates a complete picture of the knowledge at hand to prepare an execution plan. This plan is then executed through user engagement and system interactions via APIs, ensuring seamless and accurate workflow automation.

These high-level steps leverage a combination of foundational models and home-grown AI models, enabling a highly tailored and effective approach. Over time, the system continuously learns from interactions to refine its responses and improve contextual relevance. Built-in guardrails monitor all interactions to maintain security, compliance, and ethical AI use.

By integrating AI-driven capabilities, contextual awareness, and automated execution, ADP Assist enhances productivity, streamlines workflows and delivers a new level of experience, transforming how users interact with ADP products while promoting confidence and trust.



# Get ready for the next anything with ADP Assist

Artificial intelligence (AI) is revolutionizing the way organizations operate, driving meaningful change across the board.

Curious about how AI can transform your organization? ADP Assist connects the global world of work to make the lives of employees, managers, and HR practitioners easier, smarter, and more human. It leverages our extensive dataset and expertise to provide a user experience that automates and streamlines processes and workflows, provides proactive insights to expedite outcomes, and offers personalized experiences tailored to you and your employees. Accelerate business growth and scale your business leveraging data-driven innovation in an ever-changing market.

[Discover the difference ADP Assist can make](#) 



1. [AI in HR: The Ultimate Guide to Implementing AI in Your HR Organization](#), Gartner
2. [ADP Market Pulse Survey Q3FY24](#)
3. [Data protection in the EU](#)
4. [The California Consumer Privacy Act](#)
5. [The EU Artificial Intelligence Act](#)
6. [Select Issues: Assessing Adverse Impact in Software, Algorithms, and Artificial Intelligence Used in Employment. Selection Procedures Under Title VII of the Civil Rights Act of 1964](#)
7. [Colorado AI Act: Senate Bill 24-205](#)
8. [New York Readies AI Rules as California Picks Regulation Panel](#)
9. [Pay Transparency Laws: What Employers Need to Know](#)
10. [Pay Transparency Laws by State: Updated March 2025](#)
11. [New SHRM Research Shows Pay Transparency Makes Organizations More Competitive. Leads to Increase in Qualified Applicants](#)
12. [AI Risk Management Framework](#)

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