



THE POTENTIAL OF PAYROLL IN 2025: GLOBAL PAYROLL SURVEY

Expectations on modern payroll teams are higher than ever.



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ADAPTING TO A CHANGING LANDSCAPE

Today, organizations are asking more of payroll than ever before. Far from being purely transactional, the payroll function has an increasingly strategic role. When payroll runs smoothly and effectively, it fosters staff loyalty, which, in turn, supports all-important talent acquisition and retention. It also creates much-needed efficiency gains that support profitability and delivers vital data-driven intelligence to help inform decision making and build better businesses.

As such, payroll teams have enormous potential to enhance the employee experience while also delivering tangible business benefits. Like the organization it serves, payroll must continuously adapt to changing demands and pressures, embracing innovation wherever possible. In this report, we explore what the major drivers are for payroll transformation, where the biggest opportunities lie and what hurdles exist in 2025.

We surveyed senior leaders with responsibility for payroll in multinational organizations of more than 1,000 employees, headquartered around the world, on topics including digital transformation, skills, performance and future strategy. The findings of this global study shine a spotlight on the state of payroll in 2025 and the outlook ahead.

Virginia Magliulo

Executive Vice President, Employer Services International, ADP



KEY CHALLENGES AND OPPORTUNITIES AHEAD

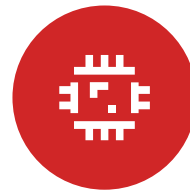
Issues such as talent acquisition, productivity, pay equality and pay transparency and data security continue to challenge payroll leaders, but the sector is tackling them head-on. Tactics include investing in training, rethinking how staff are paid, standardizing and automating processes and harnessing artificial intelligence (AI). Key business drivers such as boosting efficiency and productivity, keeping staff happy and the ongoing impetus for digital transformation underpin all these factors.

KEY FINDINGS FROM THE RESEARCH INCLUDE:



SKILLS SHORTAGES CONTINUE TO BITE

Growing demands on payroll mean broad-based skills are needed on the team. Eighty-three percent of respondents say their organization is expanding the payroll department, but according to 61%, skills shortages have impacted the payroll service they deliver. Sourcing payroll skills from outside the business remains a major issue, with 53% struggling to do so. However, companies are thinking creatively to solve the problem, by upskilling and retraining existing staff or outsourcing some of their processes to help support their teams.



AI AND AUTOMATION ARE COMING TO THE FORE

Yet at the same time, organizations are also exploring ways to manage payroll with fewer people (65% say so). Of those, 58% are looking into AI and 50% are considering manual process automation, both of which should boost efficiency and productivity. Of the many drivers for transforming payroll operations in the coming years, adopting AI into payroll processes is by far the biggest, cited by 32%. And, on the long list of what respondents hope to gain from payroll transformation, improved workflow automation was ranked top (with 27% saying so).



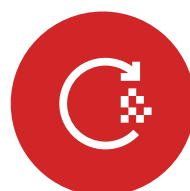
PAYROLL TEAMS ARE RAISING THE BAR ON THE EMPLOYEE EXPERIENCE

The proportion of respondents who report 90%+ accuracy in their payroll rates has increased across all regions, but there is still a ways to go. Organizations are also ramping up efforts to improve pay equality and pay transparency, with more than a third of respondents now planning to focus on these areas in the next few years. Companies are making efforts to take a more employee-centric approach to pay, with 55% of respondents saying they plan to offer nontraditional payment methods like digital wallets and 43% more frequent pay cycles. Some are prioritizing innovations like self-service tools (22% say so), chatbots (17%) and pay stubs for the visually impaired (16%).



DATA SECURITY IS IN THE SPOTLIGHT

Ninety-three percent of respondents said that data security was very or critically important in their company's payroll strategy, up from 86% two years ago. More than half of CEOs, managing directors and company owners put this in the "critical" category, as compared to 28% of team or group supervisors. Fifty-eight per cent of respondents said their organizations have developed playbooks and contingency plans for cyberattacks and system outages across all their businesses, up from 52% last year. And while the proportion escaping any cyber breaches at all has increased to 40% (from 36% last year), 57% say they have been hit by at least one major breach in the last two years.

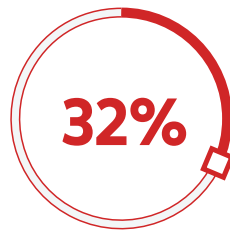


SYSTEMS INTEGRATION IS HIGH ON THE AGENDA

Greater integration of payroll data with other business systems is a top priority. Nearly half now say their accounting and finance (47%) and HR systems (45%) have been integrated with payroll (up from 41% and 39% last year). This is critical because it should reduce the growing amount of time staff are spending managing data flow between payroll and other business systems. On average, IT teams are spending 25 hours and 13 minutes doing so each week, up from 21 hours and 44 minutes last year. Integration facilitates AI and automation, so it's notable that 53% say reconciliations between payroll and other business systems are now automated.

SURVEY SPOTLIGHT: WHAT'S DRIVING PAYROLL TRANSFORMATION...

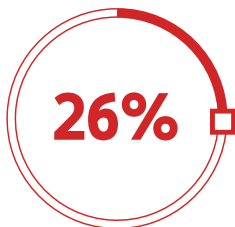
The top five key business drivers influencing global payroll transformations over the next two to three years



ADOPTING AI INTO
PAYROLL PROCESSES



IMPROVED EMPLOYEE
EXPERIENCE



OPERATIONAL AND
PRODUCTIVITY EFFICIENCIES



DIGITALIZATION



COST EFFICIENCIES

...AND WHAT DO PAYROLL LEADERS HOPE TO GAIN?

The five main gains payroll leaders hope to achieve from transforming payroll:



27%

IMPROVED
WORKFLOW AUTOMATION



25%

INCREASED
REPORTING SPEED



25%

INTEGRATION OF
PAYROLL DATA WITH OTHER
BUSINESS OR HR SYSTEMS



24%

SIMPLIFIED PAYROLL DATA
COLLECTION METHODS



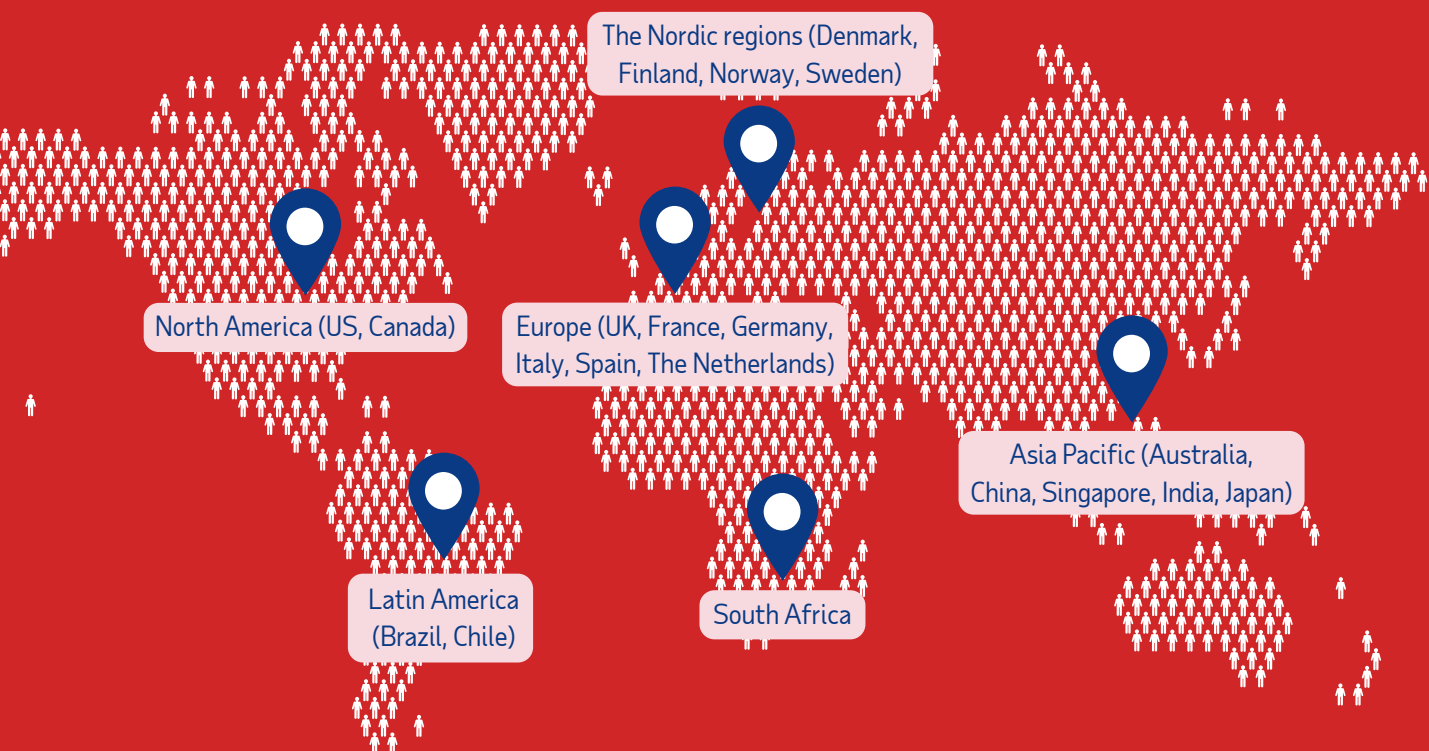
24%

MORE RELIABLE
CLOUD-BASED TECHNOLOGY



METHODOLOGY

We surveyed 1,825 senior individuals in 20 countries who are heavily involved in or have in-depth knowledge of payroll in their organization, between August and September 2024. All respondents work in organizations with 1,000 employees or more globally and all are departmental managers or above. Over 80% are at the level of senior vice president, board member or most senior organizational decision maker. The survey covered the following regions:



The research for ADP was carried out by Opinion Matters. All research conducted adheres to ICC/ESOMAR World Research Guidelines. Opinion Matters is registered with the Information Commissioner's Office and is fully compliant with the General Data Protection Regulation (GDPR) and the Data Protection Act (2018). All interviews were conducted online in the local language.

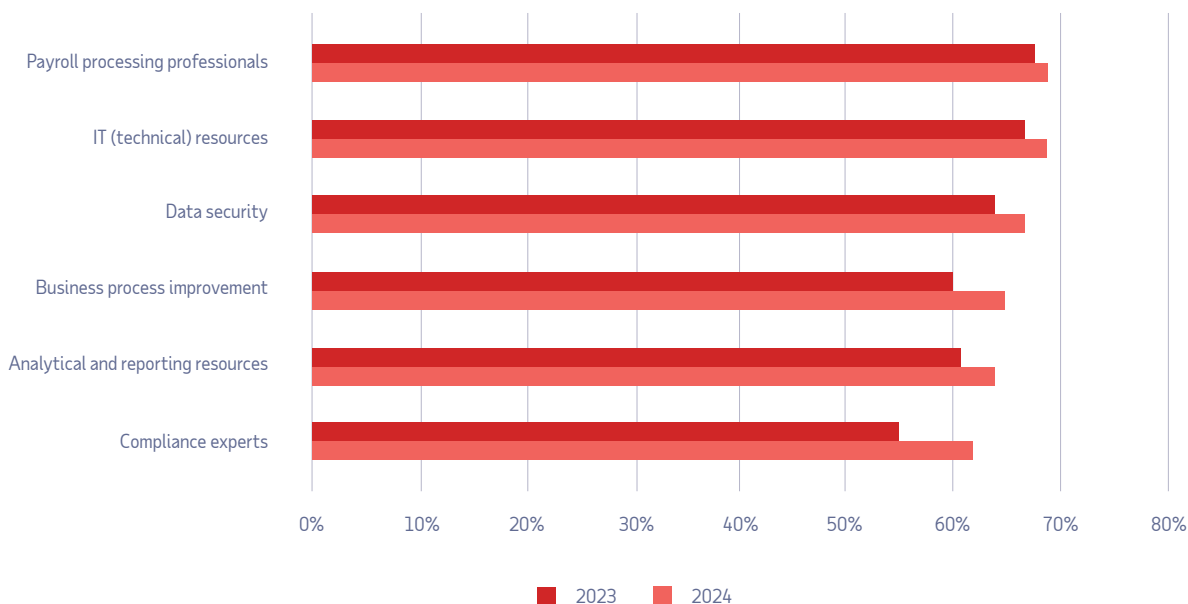
SECURING SKILLS AND TALENT

Organizations have higher expectations of payroll today than they have in the past. Not only do they expect to deliver accurate, timely payments to employees and to improve productivity, but increasingly they require technical or specialist expertise and the ability to deliver business insights that help shape day-to-day operational decisions and longer-term strategy. Therefore, modern payroll departments need to create a well-rounded team comprising a wide range of skills, including data analytics, business process improvement, compliance, data security and IT specialists.

In the last year, our research said companies have been bolstering their capabilities in all these areas. The proportion of respondents saying they now have each of these skills on board has increased to around two-thirds across every category, with the biggest uplift in the proportion of dedicated compliance experts, followed by business process improvement skills. Roughly a quarter would like to have such resources, but don't have them yet.

Meeting these expanding requirements could be one reason why more than eight in 10 (83%) of those we surveyed said that they're growing their payroll team across the business. Replacing people who leave, so the team at least stays the same size, is also important (for 76%, up from 69% last year).

What dedicated resources or skills do organizations now have in their global payroll organization compared to the previous year?

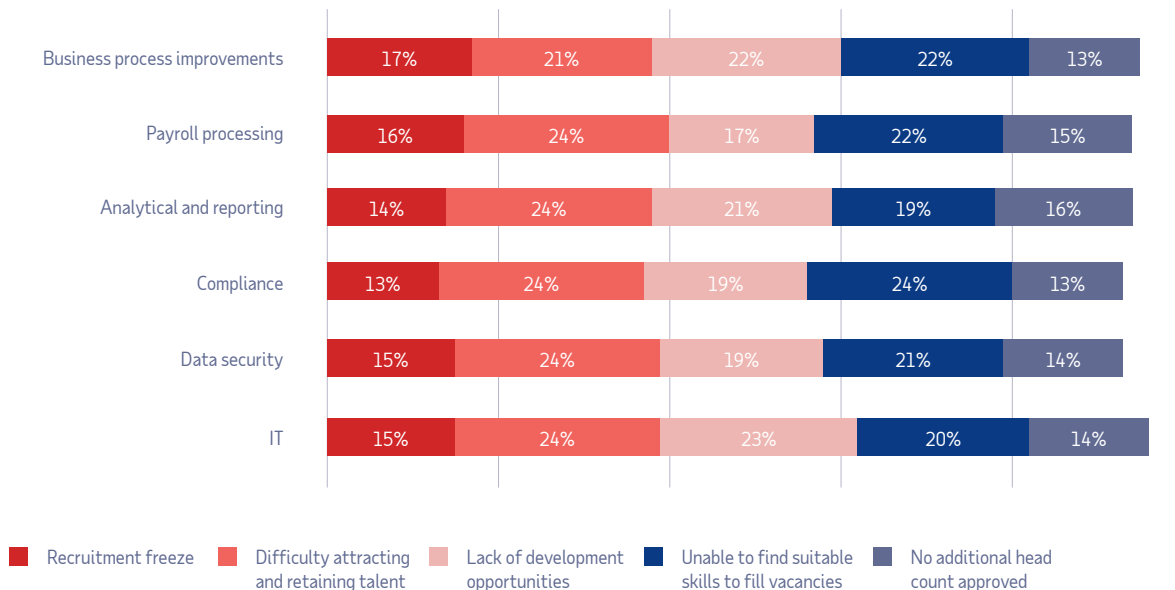


TACKLING STAFF SHORTAGES

The increases in the proportion saying they've secured these key skills and capabilities on their teams might have been higher had skills gaps not been a persistent problem. Six in 10 (61%) report that the payroll service they deliver is or has been affected by staff shortages (up from 57% last year), so organizations are having to think creatively about how to fill the roles they need.

Hiring in talent is not always a suitable solution — more than half (53%, up from 48% last year) experience difficulty finding payroll skills from outside the business. Indeed, when asked about the major barriers to acquiring the skills types mentioned above, most firms cited difficulties attracting (and retaining) talent. Nearly a quarter (24%) cited this as the main problem across all skills categories (IT, data security, compliance, analytical resources and payroll processing), except for business process improvement specialists. Here, lack of development opportunities and inability to find suitable skills are the top barriers, with 22% saying so apiece.

For those organizations who do not have the skills they require, what are the main barriers to recruiting desired talent?



Companies are being pragmatic about finding solutions, however, with many training nonpayroll staff to work in payroll and upskilling existing payroll staff and changing how they work, as well as looking at outsourcing payroll processes. Done well, investing in skills and training should help improve retention, as staff see their employers committing to their future within the business by providing clear career progression pathways. Sometimes, one approach can support another; for example, outsourcing payroll processes in certain areas can enable internal teams to devote more time to upskilling or concentrating on other priorities that matter more to the business.

Transforming the payroll teams' roles and responsibilities can also improve job satisfaction. By relieving staff of some of the more mundane tasks and enabling them to take on higher-value activities and play a bigger part in supporting the business, they are more likely to enjoy their jobs and find their work fulfilling.

What are organizations doing to address their payroll skills requirements?

 81%

WE ARE UPSKILLING EXISTING
PAYROLL STAFF AND
CHANGING HOW WE WORK

 71%

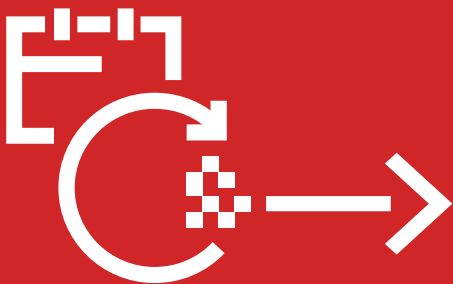
WE ARE TRAINING EXISTING
NONPAYROLL STAFF TO
WORK IN PAYROLL

 76%

WE ARE LOOKING TO OR ARE
CONSIDERING OUTSOURCING
SOME OF OUR PAYROLL
PROCESSES TO SUPPORT
OUR TEAMS ACROSS ALL
GEOGRAPHIES



DRIVING PRODUCTIVITY AND PERFORMANCE WITH AI AND AUTOMATION

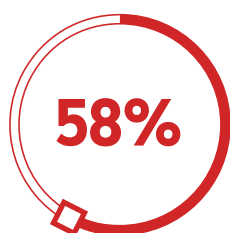


The pressure to do more with less is intensifying. Payroll teams' skills shortages combined with their expanding role within their organization is one issue; another is businesses' need to keep back-office costs under control in order to boost profit margins. With productivity under scrutiny, more and more companies are relying on technology tools to streamline processes, expedite repetitive tasks and support some of the more complex requirements like data analytics. In payroll — as in many areas of business — the human piece must be balanced with the application of software solutions, if operations are to be optimized.

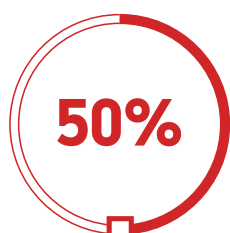
So, while many firms are increasing head count, respondents know that's not the only, or indeed easiest, option. Nearly two-thirds (65%) say they are also reviewing how to manage payroll with fewer people – a slight uptick from the 62% who said so last year. They are considering innovative means to do so. While around 4 in 10 of those are weighing up options such as centralizing operations, creating shared services, standardizing processes and outsourcing, half of them are looking at automating manual processes to get the job done, and almost 6 in 10 are looking into the use of AI technology.

Of those organizations reviewing how they run payroll with fewer people, how are they looking to achieve this?

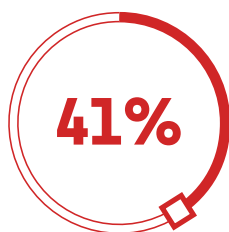
THROUGH TECHNOLOGY



LOOKING INTO
THE USE OF AI
TECHNOLOGY



AUTOMATING MANUAL
PROCESSES

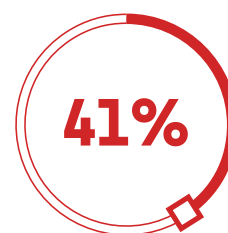


INTRODUCING
ROBOTIC PROCESS
AUTOMATION (RPA)

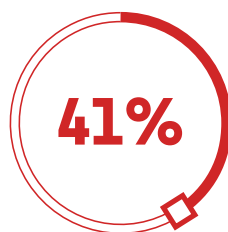
OPERATIONAL EFFICIENCIES



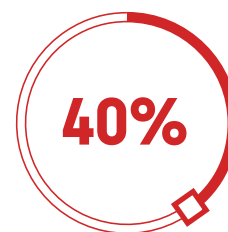
CENTRALIZING
OPERATIONS



CREATING SHARED
SERVICE OPERATIONS



STANDARDIZING
PROCESSES ACROSS
GEOGRAPHIES



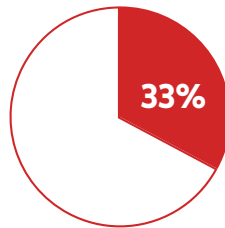
OUTSOURCING SOME
PAYROLL PROCESSES



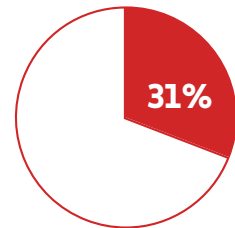
This aligns with the finding that adopting AI into payroll processes is seen as the top business driver for transforming payroll operations over the next two to three years (32% say so), with creating operational efficiencies also high on the list (joint second at 26%). Of course, a link can be made between the two, with the advent of AI set to revolutionize ways of working, as humans use AI to turbocharge their capabilities and achieve more in less time.

However, successful AI deployment relies on companies embracing the technology at all levels of the organization. Rather than simply being mandated by senior leadership or pushed by the IT team, those who will have to manage the deployment of AI solutions within their teams and, or understand its outputs must be on board, too. So, it's encouraging to see that the C-Suite, board, managers and supervisors all appear to recognize its importance to the business.

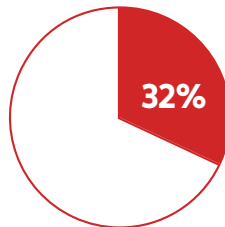
Percentage of respondents saying AI is a key business driver to payroll transformation



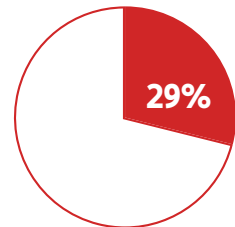
OWNER, CO-OWNER, PARTNER, CEO, MANAGING DIRECTOR, MOST SENIOR LEVEL IN ORGANIZATION



BOARD MEMBER, CXO, DIRECTOR, SVP, SENIOR MANAGER OF UNIT, FUNCTION OR DEPARTMENT



DEPARTMENTAL OR INTERMEDIATE MANAGEMENT



TEAM OR GROUP SUPERVISOR

THE BENEFITS OF TRANSFORMATION

Respondents have a long list of what they would like to gain from transforming their organizations' payroll systems, and many of those gains reinforce the importance of efficiency yet again. Improved workflow automation ranks as the highest priority (at 27%), and this jumps to 32% for those where payroll is part of a centralized global business services operation, where the opportunities to do so are perhaps greatest. Overall, other productivityboosting factors, including increased reporting speed (25%), simplified payroll collection methods (24%) and streamlined payroll processes (23%), also featured highly.

Introducing AI and automation doesn't mean that payroll professionals are going to find themselves out of a job. In the near term, as such initiatives are rolled out, there will be much to do, simply to make them happen. Indeed, when asked what activities they would like their payroll teams to spend more time on, like last year, payroll leaders' top two answers were: 1) integrating new or emerging technologies (57%) and 2) business process improvements (55%).

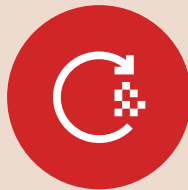
The third-highest answer — data analysis (at 54%) — is likely to be a byproduct of 1) and 2), as AI delivers more insights and automation creates more time for people to oversee and interpret that intelligence and design strategies around it. There's a strong possibility that, in the longer term, more of payroll professionals' attention will be focused on these kinds of higher-value, knowledge-intensive activities (in this context, it's worth noting that spending more time on strategic planning came in at fourth on the list). These results also serve to underscore just how much more businesses are demanding of their payroll teams.

To make this work, payroll teams may need to spend less time on tasks such as fixing payroll data integration errors, data entry, reconciliations, reporting and handling employee queries. Many organizations have already taken steps to automate many of these laborious, mundane, repetitive and error-prone tasks, while almost all the rest say they would like to.



WHAT PAYROLL ACTIVITIES WOULD LEADERS LIKE THEIR PAYROLL TEAMS TO SPEND MORE OR LESS TIME ON?

Spend more time on



57%

INTEGRATING NEW OR
EMERGING TECHNOLOGIES



55%

BUSINESS PROCESS
IMPROVEMENTS



54%

DATA ANALYSIS



53%

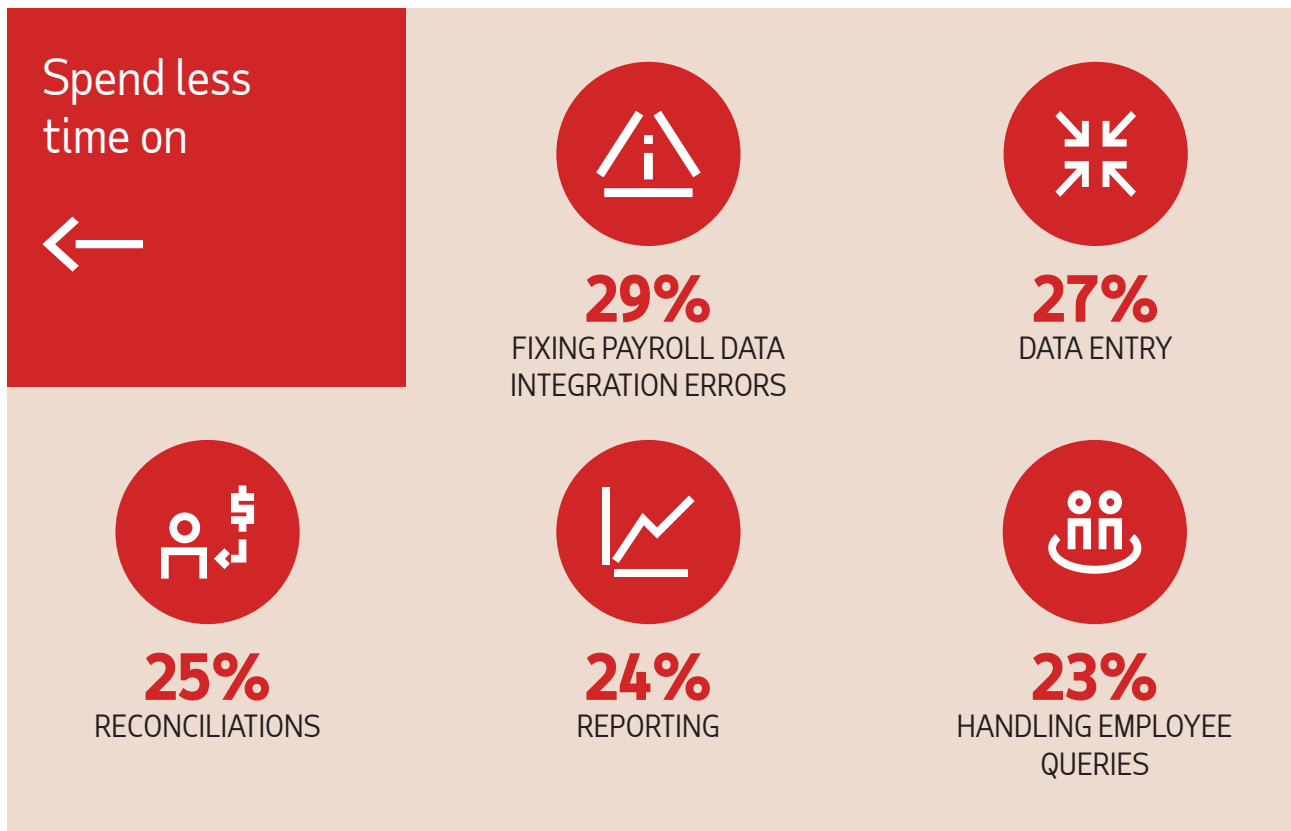
STRATEGIC PLANNING



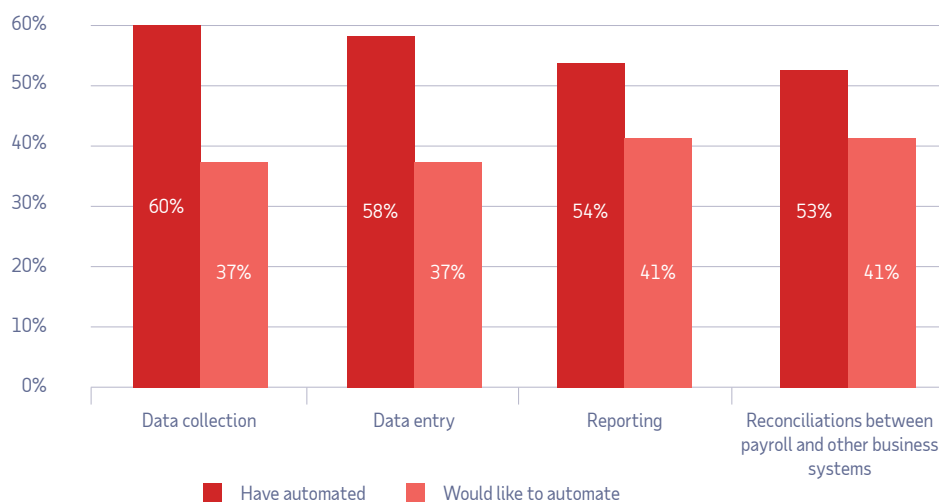
53%

DATA PRIVACY
AND SECURITY





What payroll processes have organizations automated, if any, or what processes would they like to automate to reduce manual effort and be more efficient?





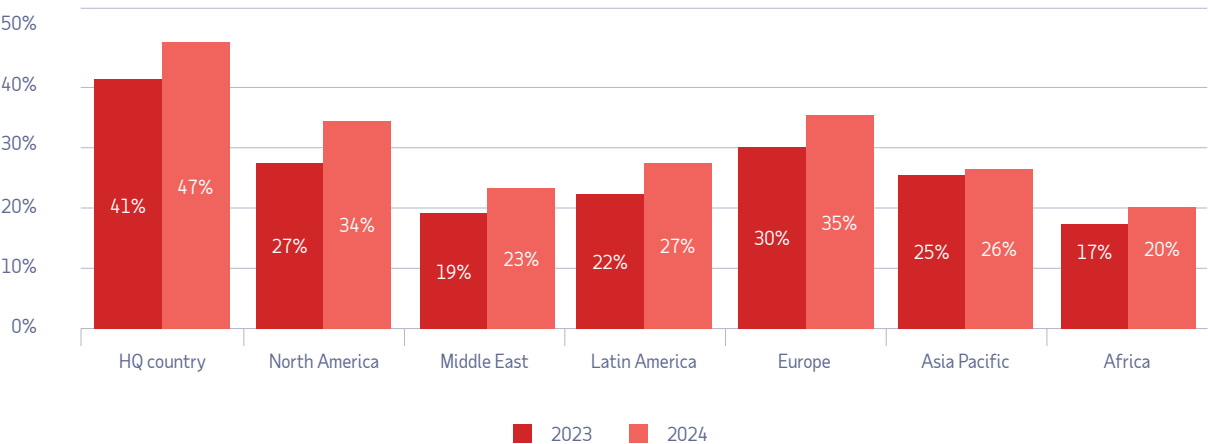
RAISING THE BAR ON THE EMPLOYEE EXPERIENCE

In many businesses, especially large multinational corporations, payroll is a complex creature. It's a huge undertaking for payroll teams to track hours worked and applicable pay rates, including overtime, sick pay, holiday pay and bonuses across hundreds or thousands of different types of employees in different geographies.

But staff rely on their employers getting it right on time, every time for their financial well-being and they must be able to trust in the accuracy of the process. They also need to access and understand their pay information easily and have confidence that their pay is fair. Getting the fundamentals right and then raising the bar on the employee experience of payroll are key to maintaining employee satisfaction and loyalty.

When it comes to the basics, increasing accuracy remains a work in progress. Average accuracy rates in countries where organizational headquarters are based are on par with last year (at 85%). Yet, encouragingly, there has been an uptick in the proportion of respondents who said their organisation's accuracy rate was 90% or above across all regions where they pay their workforce.

What percentage of organizations say their average payroll accuracy rate is above 90% in the regions where they pay their workforce?



Since there is always more that companies can do to improve, it's important to know where errors are occurring, so individual mistakes can be corrected and to address weaknesses in systems that could be causing recurring issues. The three most common causes of payroll inaccuracies are reported as: data inaccuracies (37% say so), time entry errors (33%) and lack of automated processes (33%). By implication, the latter could help solve the former, reducing the risk of human error by eliminating manual data entry.

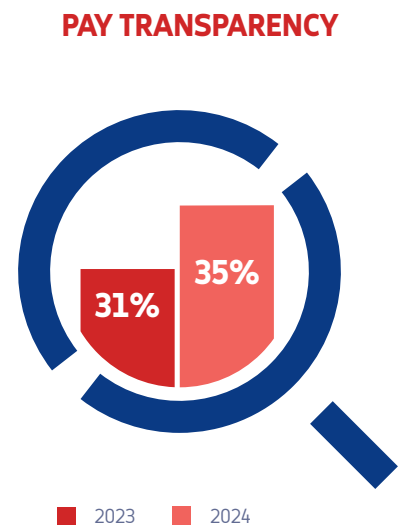
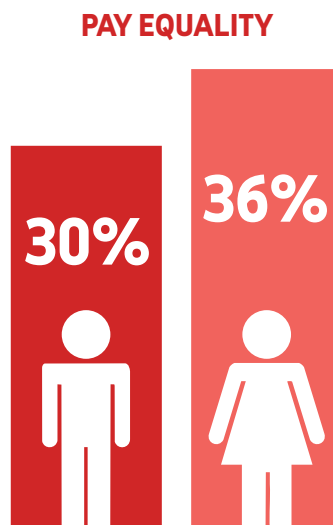
Payroll teams are on the case. Hardly any of those we surveyed (1%) said their organizations are not tracking any payroll process measures at all. Almost half (49%) track payroll accuracy, and around four in 10 track how long it takes to resolve payroll errors (43%) and the number of pay adjustments that have to be made (39%).

TRANSPARENCY OF PAY

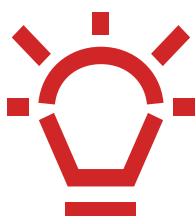
Accuracy is one thing; transparency and fairness are another. In recent years, organizations have been responding to demands for greater transparency and equality in pay, notably as a means of closing the gender pay gap and addressing other inclusion, diversity, equity and belonging (IDEB) concerns.

This is not something that can be achieved overnight. Nevertheless, it's clear from our research that firms are directing significant efforts towards delivering pay equality and transparency at the global, regional and country levels. Making progress on these fronts should create noticeable business benefits, increasing a company's attractiveness to potential new recruits and making sure existing employees feel valued, boosting retention.

Over the next two to three years, what aspects of respondents' worldwide payroll do they plan to improve upon?



DRIVING INNOVATION



Some organizations are taking their role as a responsible employer to the next level, by reorganizing and anticipating employees' needs, meeting them where they are and finding ways to go above and beyond in the way payroll is delivered. Our findings highlight several key areas in which companies are ready to be more innovative in payment methods and service provision, suggesting that a more employee-centric approach could be starting to emerge.

For example, in the next two to three years, over half (55%) say they think their organizations will introduce a mix of nontraditional pay methods such as digital wallets or prepayment cards, or provide faster access to earned wages (52%). More than four in 10 (43%) believe they will offer more frequent pay cycles. This should benefit all types of workers, including permanent, salaried staff. However, for those working in less traditional roles, such as part-time, seasonal or gig workers, whose hours and working activities may be subject to frequent change, such initiatives could be a real game-changer.

As digitalization of payroll takes hold, the impetus to go paperless is also gathering pace, with almost half (48%) saying they expect the percentage of direct deposit payments to increase. The proportion saying so is highest in North America (at 55%) and lowest in Europe (at 41%).

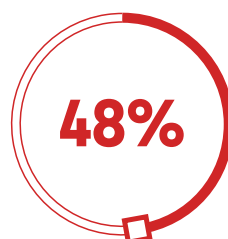
With pay and access to pay being crucial and fundamental to financial wellness for workers, what payment methods and frequencies do respondents believe their organization will be adopting over the next two to three years?



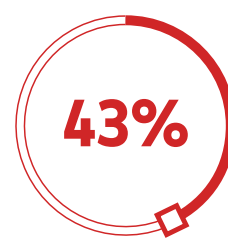
INTRODUCE A MIX OF ALTERNATIVE NON-TRADITIONAL PAY METHODS LIKE MOBILE WALLETS OR PRE-PAYMENT CARDS



PROVIDE FASTER EARNED WAGE ACCESS



INCREASING DIRECT DEPOSIT PERCENTAGE



OFFER MORE FREQUENT PAY CYCLES



Priorities for payroll service improvements also include some creative solutions that should make life much easier for staff trying to access and make sense of their pay stubs and resolve any issues. Around 1 in 5 respondents say that introducing self-service tools for employees to use (22%) or making a dedicated employee help desk available (21%) are front of mind over the next couple of years. One in six (17%) have chatbots in their sights to help answer staff queries, and a similar proportion say introducing pay stubs that are designed for visually impaired staff (16%) is a priority.

What payroll service improvements, if any, are priorities for payroll teams over the next two to three years?



22%

SELF-SERVICE TOOLS
FOR EMPLOYEES



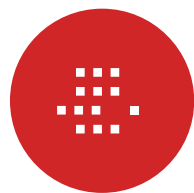
21%

PAYROLL EMPLOYEE
HELP DESK



17%

CHATBOT



16%

PAY STUBS FOR
VISUALLY IMPAIRED
EMPLOYEES





SPOTLIGHT ON DATA SECURITY

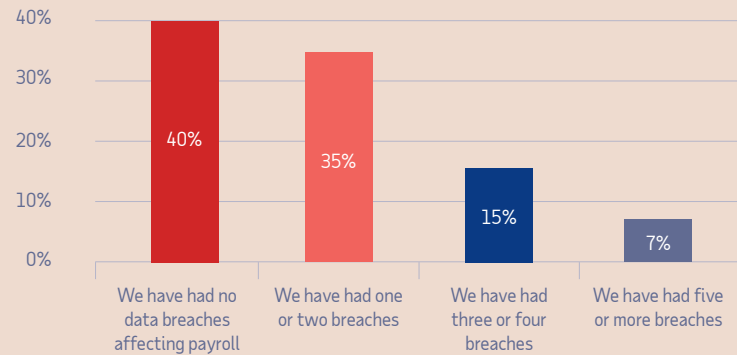
With cyberattacks on the rise and data-driven decision making growing in importance, maintaining data integrity and security has never been more vital — or challenging — for organizations. Increasingly, data is the lifeblood of a company's operations, enabling firms to gain visibility over their businesses, track trends, spot opportunities and mitigate risk. But being responsible for so much data requires extreme vigilance to keep sensitive customer and staff details safe from accidental data breaches and the deliberate activities of bad actors.

Ninety-three percent of our survey respondents said that data security has become very or critically important in their company's payroll strategy this year, up from 86% two years ago. Company owners, CEOs and managing directors are most inclined to see this as a critically important issue (51% say so), whereas those at the team or group supervisor level don't appear to be as worried, with just 28% rating it as critically important.

Data security was at the top of the list of areas that companies plan to improve on in their worldwide payroll functions in the coming years, with 44% of respondents saying so. This was the case no matter what service delivery model was used, except for organizations where payroll is predominantly delivered through a decentralized model, where regulatory compliance was identified as the main area for improvement.

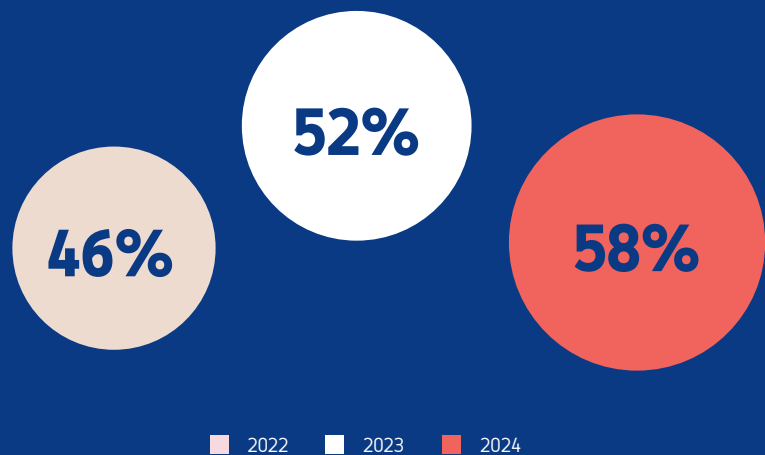
Companies are getting themselves prepared. More respondents than last year said their organization has developed playbooks and contingency plans for cyberattacks and system outages across all their businesses (58% and 52% respectively). This may help explain why the proportion of those who reported that no data breaches impacted payroll in the last 24 months has increased (to 40%, compared to 36% last year), although luck will have also played a part. However, when cyberattacks and outages do happen, they are often serious. Of those whose payroll operations were affected by security violations in that time, 56% suffered a major breach or breaches.

Over the last 24 months, how many security breaches impacted payroll operations?



As the use of AI accelerates, the way this technology is applied could pose additional data security risks that businesses must consider. For example, they will need to be sure that machine learning models are not using company information (including payroll data) in a way that breaches data protection rules.

Over the last few years, we have been asking respondents if they have developed a playbook and contingency plans across their entire payroll business.



DELIVERING SEAMLESS SYSTEM INTEGRATION

Systems are more powerful when they can talk to each other and data can be shared seamlessly and without friction. Payroll can become more effective and efficient, and business visibility can be enhanced, when it's connected to other critical business systems such as enterprise resource planning (ERP), accounting and finance or human resource systems.

When payroll leaders were asked what they would most like to gain from transforming their organization's payroll systems, greater integration of payroll data with other business systems was a top three answer (26%). Around a third report that they are planning to improve on this over the next two to three years at a global (33%), regional (32%), and country level (30%).

There are signs of progress. More respondents than last year reported that payroll data has been integrated with key business applications where companies have a global payroll solution across all countries. Appetite to see this happen (where it hasn't already) is strong. However, levels of integration are lower where local payroll solutions are in place, particularly with accounting and finance systems, highlighting the difficulties employers can face in integrating more fragmented country-by-country solutions.

Which of the following business applications, if any, have organizations integrated with payroll data?¹

Currently have integration with a global solution across all countries	2023	2024
Accounting and finance systems	41%	47%
HR systems	39%	45%
Benefits systems	39%	43%
Time and attendance systems	38%	43%
Leave and absence systems	37%	41%
ERP systems	35%	40%

¹ In 2023, the categories given were "Currently have integration at global level" and "Currently have integration in all countries"

Currently have integration in all countries with local solutions	2023	2024
Accounting and finance systems	36%	35%
HR systems	36%	36%
Benefits systems	36%	38%
Time and attendance systems	37%	38%
Leave and absence systems	37%	38%
ERP systems	36%	37%

Integrating systems is critical because the amount of time staff have to spend managing data flow between payroll and other business systems is increasing. In 2024 IT teams are said to have spent 25 hours and 13 minutes on this kind of activity each week on average per country, up from 21 hours and 44 minutes the year before. Almost a third are spending more than 30 hours on average doing so every week, up from just over a fifth last year (21%).

On average, how much time are organizations' IT teams spending on managing data flow between business systems and payroll systems every week per country?



2023

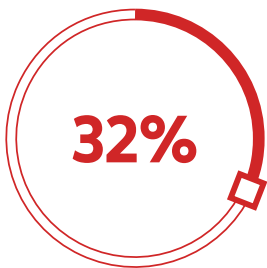


2024

The proportion of respondents who say their organizations' IT teams are spending 30+ hours per week on average managing data flow between business and payroll systems is:



2023



2024

Systems integration is also crucial for the AI and automation piece. AI models and automated processes require smooth, high-quality data flow and integrated technologies in order to maximize their potential, so that they can aggregate and analyze data to create business insights, or create workflows that transcend siloes. That 53% of respondents say they have already automated reconciliations between payroll and other business systems suggests that many organizations have this under control. For the 41% who say they want to do so, connecting their technology stack more closely is an important consideration.

PAYROLL'S POTENTIAL IN 2025

In the last year, payroll organizations have demonstrated great commitment in areas such as securing the talent and skills they need, enhancing the employee experience, ensuring fair and transparent pay and combating data security risks. But many of these issues require sustained efforts over time, and companies are having to think outside the box to find solutions to these challenges. For responsible employers, continuous improvement is the order of the day, and there is always more work to be done.

A common theme running through almost every one of these issues is digitalization and the role of technology. Companies that embrace innovative technology tools and deploy integrated systems can improve processes and create efficiencies, all while delivering deeper business intelligence, facilitating compliance and fulfilling their obligations to employees.

Technologies such as AI and automation are emerging as key elements that will drive the potential of payroll as we look ahead. As in many other areas of business, early adopters could have much to gain from seizing the opportunities they offer. However, organizations need to work out how these innovations can best be made to serve their payroll teams and consider carefully any risks inherent in doing so.

As payroll strategy evolves, leaders are being both practical and resourceful, whether that's when they are opening operations in new locations, or when they are considering what other novel service improvements to introduce. In 2025, being forward-thinking is not a nice-to-have — it's an essential element of a payroll leader's job description.

As we look ahead, the demands on payroll are only set to increase, and teams will have to work smarter in order to meet them.



Is your organization ready for the challenge?

WHAT DO ORGANIZATIONS' PAYROLL STRATEGIES LOOK LIKE GOING FORWARD...

What best describes organizations' payroll strategies when they open operations in new countries?



37%

WORK WITH A GLOBAL PAYROLL PROVIDER



23%

BUILD A LOCAL IN-HOUSE PAYROLL TEAM



19%

FIND A LOCAL PAYROLL PROVIDER



18%

START WITHOUT LEGAL ENTITY AND PARTNER WITH AN EMPLOYER OF RECORD PROVIDER



1%

NO CONSISTENT STRATEGY

...AND WHAT ARE THEIR TOP PRIORITIES AHEAD?

What are organizations' top 10 payroll service improvement priorities over the next two to three years?

1	Integration with HR	24%
2	Full-service Professional Employer Organization (PEO) or co-employment	23%
3	Managed payroll processing	22%
4	Self-service tools for employees	22%
5	Employee self-service	22%
6	Payroll staff augmentation	21%
7	Payroll taxes	21%
8	Payroll employee help desk	21%
9	Enhanced audit assistance	20%
10	Post-processing services (e.g., reporting)	19%





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