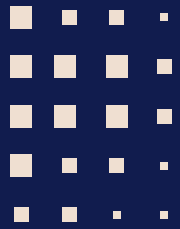


10 questions you should ask if you are considering a Managed Services provider



1 How much does it cost?

Provider fees vary, but they typically charge based on the number of employees and which services you purchase, so you'll want to get quotes for comparable services. For payroll billing, for example, find out if the provider charges a monthly fee or charges per payroll processing.

2 Should I consider a provider if my organization already has an HR or payroll employee or department?

Yes, you should still consider it, since even if you have an HR or payroll employee or department, it still might be a great fit for your organization's needs. While every model is different depending on the provider, organizations with or without an HR or payroll person or department can benefit from the value delivered by the provider.

It is important to understand this is not a replacement service for an internal HR or payroll employee or department. The provider can offer deep administrative support and technology as well as guidance and best practices for improving your talent, payroll benefits and open enrollment processes.

3 What if I don't have an HR or payroll person or department?

If you don't have an internal HR or payroll team, the provider can serve as your go-to resource for HR, payroll, and benefits administration guidance and support. They'll work closely with you or a designated employee, providing guidance, support, technology, and tools.

Depending on the provider and what they offer, they might even take on tasks on your behalf and build processes to streamline work.

4 Can I choose which services and features I want?

While some providers have an all-in-one technology suite for HR, payroll, and benefits, others give you the flexibility to purchase services separately depending on your needs.

Beyond technology, some providers offer HR and compliance guidance and support like processing payroll, administering benefits or helping you recruit or manage talent. Ask what the service and support models look like beyond technology.

5 What level of support does the service team offer?

Ask if your provider's client support team includes people with the knowledge and expertise needed for benefits administration, payroll processing, HR, talent management, ACA reporting, and risk and safety, with a more strategic and hands-on approach, or if their support is limited to technology support and troubleshooting.

While some providers offer a team of professionals focused on specific areas, others may provide a single point of contact with more limited support.

6 Are you doing the work in-house or are they outsourcing to a third party?

Ask your provider if what you are outsourcing to them will be handled in-house or by another third-party provider. Some providers have the scalability and capacity to do it in-house, while others rely on additional third-party providers.

7 How will you help ensure we are optimizing and maximizing the technology and resources we purchase?

Some providers have limited support, leaving you to figure out the technology on your own. Other providers will offer a designated partner who will learn and understand your organization, business goals, and challenges. Through ongoing communication and business reviews, they will help drive utilization and find ways the solution can deliver value over time as your organization grows and your goals and challenges evolve.

8 How will I communicate with my client support team?

Each provider has different levels of service and support as well as communication channels, from desktop and phone, to customized and even on-site support. Ask about how your teams and employees will be able to communicate, including channels,

9 Can you provide references?

When evaluating providers, it's a good idea to look at online reviews for candid feedback from current and former clients.

You can also ask for references from a provider. Make sure clients have been using the provider for at least a year and, if possible, contact references from the same industry you are in and companies of similar sizes. That way you'll get a better understanding of what the service experience will be like.

10 Do you offer solutions for business continuity to help navigate unprecedented disruption?

Providers who offer a more strategic partnership beyond just technology have processes and support in place to ensure business continuity when the unexpected happens. Ask the provider you are considering what they offer to help ensure things move smoothly even when there's disruption.



Are you ready to learn more?

As you evaluate whether Managed Services is the right option for your organization, be sure to consider how you envision your organization growing and evolving over the coming years.

**Learn more about
ADP Comprehensive Services today.**