



Always Designing
for People®

Small business success stories: "I switched to ADP® from Paychex"

Hear from these small businesses what it was like working with Paychex, and what it's like now that they switched to ADP:

"You couldn't pay me to go back to Paychex"

For me, back office is extremely important. Payroll, HR, accounting — those have to run smoothly if I'm going to focus on my business. But when I started out, I was a Paychex client, and it was a horrible experience. My background is in information systems, and the Paychex service was not user friendly. I've got enough to do running my restaurant — I want to get into payroll and get out quickly. With Paychex, the whole process was daunting.

I was introduced to ADP, and once I had a chance to dig into the RUN Powered by ADP application, it was night and day. They made the migration easy — I didn't really have to do any of the leg work. Now, you couldn't pay me to go back to Paychex.



Maurice Kelly, owner,
Matchbox Charlottesville



"The process was glitchy"

We previously had been with ADP for nine years, and we were happy. But we switched to Paychex, and it was just not the same. We were having trouble importing everything into QuickBooks, which made payroll take longer. The process was glitchy, the customer service wasn't as good. We switched right back to ADP, because we were not getting the same level of service.



Jamie Lewis, executive
assistant, Ali's Cookies

"It was not as robust"

With Paychex, when I needed flexibility to deal with a business opportunity, it was a lot harder to get a solution. Whenever I called ADP, I would get an answer very quickly. With Paychex, it was not as robust. I was used to a certain level of service with ADP, and that was not what I got with Paychex. It was a really easy decision to go back to ADP, and they've taken great care of me ever since.



Kraig Torres, owner,
Hop City Craft Beer and Wine

RUN Powered by ADP® was rated higher than Paychex Flex in user satisfaction ratings* by G2 reviewers in these top categories:

- ✓ Ease of doing business with
- ✓ Ease of use
- ✓ Quality of support
- ✓ Compliance
- ✓ Reporting
- ✓ Ease of setup
- ✓ Performance and reliability
- ✓ Mobility
- ✓ Scalability
- ✓ Meets requirements

"I was just a cog in the wheel"

My accountant recommended Paychex, but they were really hard to work with. They were nice when they were onboarding me, but then they were super unhelpful. I was just a cog in the wheel. It was a total mess. Switching [to ADP] was quick and easy.

ADP has really streamlined my payroll. We use the ADP Time & Attendance app, so the employees can clock in and out on their own, and then I just go in and approve everything. I spend about 10 minutes every other week on payroll now. The Time & Attendance app also saves me money, because now my employees aren't rounding up when giving me their hours.



Laura Axelson, owner
Dinner Belle

“When I called for help, I didn’t really get people who knew what they were doing”

Originally, I used a small payroll company. But they were bought out by Paychex, and I wasn’t happy. It just wasn’t as efficient. I didn’t like their website, and when I called for help I didn’t really get people who knew what they were doing. Half the time I’d get bounced around. If there’s one thing in life I’ve learned, it’s don’t screw up your employee’s paycheck, or you’re going to have one angry person. So, when someone from ADP contacted me, I said, “Yeah, I have no allegiance to them anymore. They’re not doing a good enough service job.”

Quite frankly, I’ve been very happy with ADP. The simplicity of RUN [Powered by ADP®] — it’s intuitive. It makes it very easy to use. I just go in and boom, it’s done. And I like how they give you the consolidated report. ADP just makes payroll very, very simple. The ease of use is great.



Jay Duffy, owner, Truss Edge

“They didn’t know our business at all”

As a small company, we pride ourselves on our service and the relationships we have with our vendors. But we had no relationship with our Paychex representative. They didn’t know our business at all. We also had some payroll issues, some taxes that should have been paid but weren’t, and it took us months to get it resolved. We ended up paying a penalty, and that really rubbed us the wrong way. It wasn’t so much the mistake as the lack of customer service to rectify that mistake.

That’s when I started talking to a friend who was with ADP. It ended up being a very natural transition for us. The level of service our ADP representative provides to this day is outstanding. She answers every call, every question, every concern. She knows us, knows our business, knows how we like to operate. And as our business has grown, she’s always been two steps ahead of us, saying, “Hey, this is where you guys are headed.”



Will Jones, founder, Relaxx Dry Cleaning

“It was a really easy decision to go back to ADP, and they’ve taken great care of me ever since.”

Kraig Torres, owner, Hop City Craft Beer and Wine

Whether you’re looking to switch payroll providers or choosing one for the first time, join these happy clients — and nearly 700,000 other small businesses across the country — by choosing ADP for easy-to-use solutions and superior service and support.

To learn more, contact your local ADP representative or visit adp.com/smallbusiness.

*User Satisfaction Ratings data is scoped to the G2 payroll category from reviews collected as of November 18, 2020.

ADP, the ADP logo, RUN Powered by ADP and Always Designing for People are trademarks of ADP, Inc. and its affiliates. All other marks belong to their owner. Copyright © 2021 ADP, Inc. All rights reserved.