

NelsonHall Names ADP® a "Leader" in Benefits Administration Services for Commitment to Innovation in 2017

Annual Benefits Administration Evaluation Recognizes ADP for Fourth Consecutive Year

ROSELAND, N.J., March 8, 2018 /PRNewswire/ -- ADP, a leading global provider of human capital management (HCM) solutions, today announced that NelsonHall, a global business process outsourcing (BPO) and IT services analyst firm, recognized ADP® as a "Leader" in the 2017 Benefits Administration NelsonHall Evaluation & Assessment Tool (NEAT) for Health and Wellness Optimization. The NEAT analysis bases its ranking on a combination of analyst assessments and client interviews, as well as a company's initiatives to drive service innovation. The assessment evaluates vendors on two key dimensions: ability to deliver immediate benefits and ability to meet clients' future requirements.

"Organizations today want to leverage benefits offerings as a way to increase employee satisfaction," said Amy Gurchensky, senior analyst at NelsonHall. "With its offerings, technology platforms and partnerships in place, ADP's focus is on refining the user experience to drive engagement due to the correlation between job satisfaction and employee benefits."

ADP is again recognized as a leader of H&W services by NelsonHall's NEAT tool — maintaining a position in the top-right quadrant. As the future of work and how it gets done evolves, ADP's [benefits administration](#) solutions help companies fulfill the needs of individuals, with a focus on optimizing the health and wellness services that enable them to do their best work.

"As the world of work shifts and the war for good talent becomes even more challenging, we want to help companies differentiate themselves through technology solutions that make everyone's lives easier," said Gerry Leonard, president, Benefits Services, ADP. "Being recognized by NelsonHall for our ability to provide companies with the right benefits administration tools that help develop a stronger, more engaged workforce speaks to how our innovation strategy is working."

NelsonHall highlighted ADP's value proposition in the market including:

- **Commitment to innovation:** A focus on technology innovation has allowed ADP to incorporate intelligent technologies, such as robotic process automation and chatbots into its solutions, and create a more seamless user experience that leverages consumer shopping concepts and content organized to facilitate employee engagement.
- **Bundled human capital management (HCM) solution:** ADP's ability to tightly integrate and align its global payroll capabilities with its global benefits offering, as well as the ability to support voluntary benefits and other ancillary benefits were recognized for creating a holistic benefits experience for employees.
- **Managed services:** NelsonHall highlighted the company's role in helping clients get their benefits strategies right through its combined Strategic Advisory Services group and benefits administration offering, as well as ADP's always-on and easy-to-access call center innovations.

To read this report on ADP benefits administration capabilities and performance, access the [NEAT H&W 2017](#).

About NelsonHall and NEAT vendor evaluation

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in IT and business services with analysts in the U.S., U.K., and Continental Europe. NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, all-original research, and is widely respected for the quality, depth, and insight of its analysis.

NEAT is NelsonHall's vendor evaluation and assessment tool, a method by which sourcing managers can strategically evaluate vendors at the onset of the screening process. Positioning as a "Leader" is based on a combination of analyst assessments and feedback from interviewing of vendor clients, primarily around measurements of the vendor's ability to deliver immediate benefits as well as meeting future customer requirements.

ABOUT ADP (NASDAQ: ADP)

Powerful technology plus a human touch. Companies of all types and sizes around the world rely on ADP cloud

software and expert insights to help unlock the potential of their people. HR. Talent. Benefits. Payroll. Compliance. Working together to build a better workforce. For more information, visit [ADP.com](https://www.adp.com).

ABOUT ADP BENEFITS

ADP Benefits is a leader in the industry and the ADP mobile app is consistently ranked in the top three for business in the Apple App Store. We combine powerful technology, service, security and scale (we administer benefits for 1 in 8 in the United States), with a commitment to help clients continuously improve. Best of all, ADP Benefits is available, regardless of the HR system of record you have.

For more information on ADP Benefits, visit [ADP.com/benefits](https://www.adp.com/benefits).

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