

ADP Unveils AI Features Built for HR's Biggest Challenges at Innovation Day 2025

New generative AI features in Workforce Now®, ADP® Global Payroll and ADP Lyric HCM® tackle payroll errors, streamline analytics, and reduce administrative burden for HR teams worldwide

ROSELAND, N.J., Sept. 3, 2025 /PRNewswire/ -- ADP®, a global leader in HR and payroll solutions, today unveiled new AI-powered features at its annual Innovation Day, demonstrating how purpose-built artificial intelligence can solve HR's most pressing operational challenges. The latest enhancements to Workforce Now®, ADP Global Payroll® and ADP Lyric HCM® focus on eliminating time-consuming manual processes that burden the People Function: payroll anomalies that could require corrections if not caught early, analytics requests that take days to fulfill, and routine compliance tasks that pull teams away from strategic work.

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"Every AI feature we build starts with a specific HR problem our clients face daily," says Sreeni Kutam, president of global product and innovation at ADP. "That's the root of our AI vision – our clients can trust that we're focused on solving real work challenges, whether it's the payroll manager spending hours trying to determine the cause of an anomaly in the data, or the HR leader waiting weeks for workforce insights that could have made an immediate impact."

"The technology is not the starting point – we do not design first and solve second. We start by listening intently to our clients and finding those moments of friction, ultimately deploying technology that makes those moments easier and gives time back to work that truly matters in supporting people and driving businesses forward."

Solving Real HR Pain Points with ADP Assist

The newly unveiled features leverage ADP Assist, the company's AI-enhanced platform, to address five critical areas where HR teams lose the most time and efficiency:

- **Flags Payroll Anomalies Before an Error Can Happen:** New anomaly detection and resolution capabilities automatically identify inconsistencies or deviations in payroll data to uncover potential payroll mistakes and suggest corrections for HR practitioners to review and approve. Early adopters report saving up to 30 minutes per payroll cycle through proactive error prevention.
- **Getting Instant Results for HR Questions:** Users can now ask questions conversationally and get immediate answers, charts, insights, and presentation-ready reports. The system understands context and business intent, turning "How are our overtime costs trending?" into actionable visualizations within seconds while maintaining full user oversight.
- **Gaining Real-time Visibility into Workforce Trends:** Pulling from ADP's unparalleled workforce data, spanning over 1.1 million companies of all sizes across over 140 countries and territories, AI helps HR leaders identify and understand trends that are happening within their workforce that might not be easily evident. Turning raw data into clear guidance and recommended actions, this helps leaders understand workforce trends, spot issues earlier, and make confident decisions faster.
- **Global Compliance:** AI monitors local, national, and emerging workplace requirements, helping clients stay on top of their compliance obligations with recommendations that practitioners can verify and implement.
- **Powering Personal Development with AI:** ADP Learning analyzes each employee's unique role, skills, and career goals to deliver tailored training recommendations to help accelerate their development path.

Client-Centered AI Development

These innovations reflect ADP's systematic approach to AI development, where each feature undergoes rigorous testing with client feedback before release. The company's AI capabilities are built on decades of payroll and HR data insights, resulting in solutions that address real-world complexities rather than theoretical use cases. ADP incorporates compliance, transparency, and security into its AI tools from day one, examining privacy and accuracy at every stage of development.

"What is notable about ADP's approach is the commitment to solving real HR challenges rather than simply following trends," says Pete A. Tiliakos, principal analyst at Payroll Influences. "These capabilities highlight how AI can be applied in practical ways to deliver measurable value."

The ADP Assist platform integrates across payroll, time, talent, benefits, recruitment, analytics, reporting and compliance functions, providing a unified AI experience that learns from user interactions and improves over time while ensuring users remain in control of critical decisions.

Learn more about ADP's Innovation Day announcements at [ADP.com/Assist](https://adp.com/assist).

About ADP (NASDAQ: ADP)

ADP has been shaping the world of work with innovation and expertise for more than 75 years. As a global leader in HR and payroll solutions, ADP continuously works to solve business challenges for our clients and their workers, from simple, easy-to-use tools for small businesses to fully integrated platforms for global enterprises — and everything in between. Always Designing for People means we're focused on just that — people. We use our unmatched AI-driven insights and proven expertise to design innovative solutions that help people achieve greater success at work. More than 1.1 million clients across 140+ countries rely on ADP's exceptional service to support their people and drive their business forward. HR, Talent, Time Management, Benefits, Compliance, and Payroll. Learn more at [ADP.com](https://adp.com).

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