NelsonHall Recognizes ADP as an Overall Leader in Benefits Administration NEAT 2022 Assessment

Highlighted for digital transformation and enabling engaging employee interactions with data-driven decision support

ROSELAND, N.J., June 13, 2022 – Industry analyst firm NelsonHall has positioned ADP as an Overall Leader in its Benefits Administration NEAT 2022 Assessment, which analyzes the performance of vendors on their ability to deliver immediate benefit and meet clients' future requirements as the benefits landscape evolves. ADP was additionally recognized as a Leader across all of the report's focus areas, including Digital, Health & Welfare, Geographic Reach, Total Benefits Outsourcing and Marketplace.

The NelsonHall Benefits Administration NEAT evaluation is based on a combination of analyst assessment and feedback from clients. Vendors are identified in one of four categories: Leaders, High Achievers, Innovators and Major Players. ADP was recognized as a Leader for its ability to drive digital transformation and provide digital access to a wider ecosystem of benefits solutions through ADP Marketplace to meet clients' unique needs. ADP was also noted for its ability to provide a strong benefits experience through the technology it offers for health and welfare benefits administration as well as outsourcing services.

"ADP has a strong ability to offer a comprehensive benefits experience supplemented with a rich service," says Liz Rennie, principal research analyst at NelsonHall. "By providing bundled HCM technology, including benefits administration and managed services, ADP has been able to enhance the user employee experience as well as the practitioner and benefits providers experience."

"As the workplace changes and workers reflect on their shifting priorities, organizations are relying more heavily on comprehensive benefit packages to improve their success in attracting and retaining top talent," said Sam Finley, vice president, benefits at ADP. "Businesses are looking for ways to support their employees and provide them with the benefits they need when they need them. Through data-driven decisioning tools, self-service capabilities and powerful, bi-directional integrations, ADP is continually evolving our solutions to provide a holistic benefits experience that meets those very needs."

Among its strengths, ADP was highlighted for its focus on the experience of practitioners as well as the employee experience, with ongoing efforts to elevate self-service capabilities. ADP was additionally recognized for its proven mobile app capability, tight integration and alignment of ADP's global HR and payroll technology and services, as well as its decision support capabilities that leverage one of the most robust sets of human capital management data in the U.S. ADP was also noted for incorporating voluntary benefits and other ancillary benefits such as Employee Assistance Program (EAP) services to create a holistic benefits experience for employees. ADP Marketplace was highlighted as well for its extensive integrated ecosystem of additional benefits offerings that helps businesses of all sizes augment their employee benefit programs.

ADP additionally provides various levels of consultative support, including call center innovations with scheduled callbacks and virtual hold, a client engagement hub, and a resource center to support communications.

To view the NelsonHall Benefits Administration NEAT 2022 evaluation, please visit here. To learn about ADP, visit www.adp.com.

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