

PAYROLL

# WHO'S WHO

AMONG THOSE SERVING THE TAX & ACCOUNTING PROFESSION

## **ADP** *Small Business Services*

### COMPANY OVERVIEW

Automatic Data Processing, Inc. (NASDAQ: ADP), with nearly \$9 billion in revenues and over 585,000 clients, is one of the world's largest providers of business outsourcing solutions. Leveraging nearly 60 years of experience, ADP offers the widest range of HR, payroll, tax and benefits administration solutions from a single source. ADP's easy-to-use solutions for employers provide superior value to companies of all types and sizes.

ADP Small Business Services (SBS) unit provides payroll services and integrated business solutions for businesses with fewer than 50 employees. ADP handles the calculation and administrative work so business owners can be free to focus on their core business. ADP also helps keep businesses in compliance with government regulations, reducing their risk of fines and penalties. No business is too small — more than 50 percent of SBS clients have fewer than 10 employees. With approximately 400,000 small business clients, ADP is an expert in servicing small businesses.

ADP SBS has dedicated sales, service, operations and product development groups. With regional service centers, ADP offers a dedicated team to get clients up and running quickly. From implementing small business solutions to ongoing support, ADP provides answers and assistance.

ADP's mission is to be exceptional at providing accurate, convenient, risk-free payroll, tax processing and integrated business solutions for small businesses. To support this mission, ADP invests in technologies, processes, programs and its people to continually improve service and help clients run their businesses. Proven service models focus on improving the end-to-end service experience for clients.

The Quality Survey program helps ADP understand how clients feel about the service provided. ADP contacts every client twice a year to measure the quality of service associates and how effectively unresolved issues are addressed.

This information helps ADP to constantly improve operations and processes, and illustrates how ADP strives to create a culture where client satisfaction is the number one priority.

### ADP & THE ACCOUNTANT COMMUNITY

The accountant community has been and continues to be a valued partner for ADP. ADP is committed to providing accountants with the tools and resources they need to further their professional development, which can help them to increase their productivity and profitability.

For accountants who partner with ADP, the keywords are flexibility and choice. More accountants are choosing to outsource payroll and other time-consuming services in order to expand their practice, especially into business advisory services, which command higher fees and generate bigger profits. Some accountants choose to do payrolls for their clients using ADP's specialized tools for assistance. Accountants may also choose to do both — simple payrolls for some clients while outsourcing payrolls to ADP for others. When accountants partner with ADP, they choose how ADP can best assist them with their clients' payroll processing needs. This can include:

- Referring their payroll to ADP
- Using ADP's tools to process their clients' payrolls
- Selling their payroll base to ADP.

ADP has many resources to help accountants, which can be found on their dedicated Accountant Portal located at [www.accountant.adp.com](http://www.accountant.adp.com). Among these resources are the Professional Education Center, links to materials by BNA and CCH, a Wolters Kluwer business, and the Tax Researcher newsletter.

Various tools help accountants using ADP's services stay up-to-date on their clients' payrolls. Such tools include:

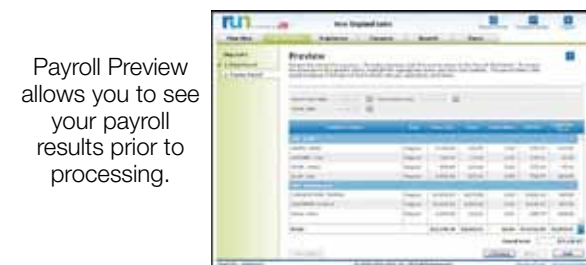
- Electronic Reports, giving accountants convenient access to their clients' payroll information
- Data Export, enabling accountants to transfer

payroll data into their spreadsheet software, and

- General Ledger Interface, allowing accountants to import payroll data into QuickBooks, saving them time by automating the transfer of payroll data into the General Ledger.



Single sign-on allows you to view all of your payroll clients on one screen



Payroll Preview allows you to see your payroll results prior to processing.

### MARKETS SERVED

Offices can be found nationwide and in more than 30 countries globally.

### PRODUCTS

- Payroll Services
- Tax Services
- Pay-by-Pay® Premium Payment Program for Workers' Compensation
- Electronic Time and Attendance
- Benefits Services
- Pre-Employment Screening and Selection Services
- State Unemployment Insurance Management
- Human Resources Help Desk
- ADP Resource® — an Administrative Services Offering (ASO)
- TotalSource® — a Professional Employer Organization (PEO)

### CUSTOMER SUPPORT

ADP delivers world-class service with unlimited support available at no extra charge.



### CONTACT INFORMATION

ADP®  
Small Business Services  
71 Hanover Road  
Florham Park, NJ 07932

**PHONE:** 866-4ASK-ADP (866-427-5237)

**GENERAL EMAIL:** <http://smallbusiness.adp.com/contact.asp>

**WEBSITE:**

[www.ADP.com](http://www.ADP.com) & [www.accountant.adp.com](http://www.accountant.adp.com)

**NUMBER OF EMPLOYEES:** 46,000

**YEAR FOUNDED:** 1949



## 400,000 small businesses trust ADP.

To an employee, it's more than just a paycheck. It's a ticket to a richer life. That's why ADP is the preferred payroll provider for so many small businesses — and the accountants who serve them. When it comes to managing payroll, ADP offers accountants more choices. And more ways to succeed. Want to provide more value and more enhanced services to your clients? You can start today.

[accountant.adp.com](http://accountant.adp.com) 1-866-4ASK ADP

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