ADP National Account Services

Solutions for:
- **Payroll**
- **Human Resources**
- **Benefit Services**
- **Time & Labor Management**
- **Tax and Financial Services**
- **Screening & Selection Services**
- **Managed Services**
- **Global Solutions**

ADP Benefit Service Center

ADP helps companies manage their most important employee contacts through an experienced and efficient approach to world class service center outsourcing

The most pressing issues facing HR departments today is implementing HR self-service Web transactions and integrating service center technologies, such as; telephony, case management and knowledge base. Another reported top priority is optimizing staffing levels to achieve greater productivity and to adapt to self-service.

The very problems that plague benefit professionals in an in-house environment can be solved by outsourcing to ADP. For the client who thinks that a dedicated service center is beyond their reach because of concern over cost to staff or upgrade technology, ADP allows our clients to leverage our experience and economies of scale in a number of key areas:

Experience You Can Count On
ADP has 18 years experience in providing benefit service center support to clients ranging in size from 1,500 employees to 150,000 employees. ADP has a proven record for managing the high call volumes and the cyclical traffic patterns that are part of the benefit open enrollment and ongoing benefit business. In fact, in 2002 our Benefit Service Center handled over 2.4 million calls.

Our service center is designed to provide a professional, pleasant atmosphere for our associates, promoting pride in work and of ADP. We view the center and the professionals who work there as an extension of our client's own staff members. New hires are carefully screened for the right balance of service aptitude and orientation. Training consists of 5 weeks formal training and culminates with testing to include oral and demonstrated mastery on systems. All employees continue to receive performance coaching after training through ongoing monitoring and a minimum of 40 hours of additional training. The investment we make in an employee's development underscores the importance of ongoing education, and enriches the individual's satisfaction with their career choice and with ADP.

Technology at Work for You
ADP is committed to providing superior customer service to our client's employees. We deliver the results you need through superior service center tools. To manage the tremendous volume of in-and-out bound call traffic to our call centers, ADP uses the Lucent G3R Definity Switch, this is the most powerful commercially available switch in the world.

ADP also leverages a fully customized Client Relationship Management system. This system allows the CSR to automatically identify and log all inbound calls, retrieve and manage all historical information, and track ongoing service questions. Standard call tracking and case management reports are generated from the data entered in the case management system. These reports are used by ADP and our clients to track issues raised by callers, track trends, and case activity.

ADP National Account Services
Outsourcing for HR, Benefits and Payroll

Computer Telephony Integration (CTI) screen "pops" pass information entered by the caller in the IVR to our case management system which matches information to the Customer Service Representatives desktop. Identity security and caller history is passed to the representative in an instant so the participant question can be answered quickly and effectively.

Compliments Self-Service Strategy

Companies agree that the Internet is revolutionizing the way they support their employees. The strong belief in the underlying power of Web technology is driving the continued focus on investing and expanding Web use. Many companies also realize firsthand that rollout to the employee base and adoption by participants isn't without difficulty, often requiring a dedicated unit to answer questions and provide participant's

support. With our client-focused service center, ADP is there as an extension of your staff to provide valuable education and communication services to your participants. Another important aspect our service is the ability to triage more complex inquiries in a personal and professional manner. By reporting on trends and case activity we also provide an important vehicle for helping to identify communication barriers. A systemic approach to identifying trends and issues can help you design programs that more effectively meet the needs of your employees.

ADP is a leading provider of Health and Welfare Administration and Benefit Service Center outsourcing. When combined with our strong financial backing and our commitment to quality service, you can count on a truly productive partnership. Our clients know they are in good hands for all their service needs.

ADP *National Account Services*
Outsourcing for HR, Benefits and Payroll