ADP

trusted · efficient · responsive · best practices

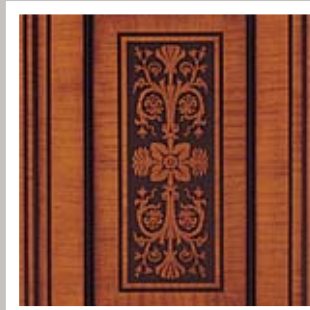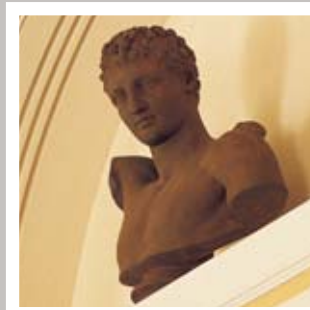# Best-In-Class HR, Benefits, and Payroll Solutions for the Public Sector

ADP

The ADP Advantage

Best practices are critical when you are challenged to "do more with less." And when it comes to implementing cost-effective payroll and human resources management best practices, more large organizations seek the expertise of ADP. For over 50 years, ADP has provided leading solutions to help public sector employers make better use of resources, stay within budget, and improve service levels.

Whether you need to replace an outdated legacy system or seek an external provider of world-class HR, benefits, and payroll service delivery, ADP makes every dollar count.

ADP National Account Services designs flexible HR, benefits, and payroll solutions, fine-tuned to match the unique needs of public entities like yours. ADP will help your organization meet the challenges of changing environments and shrinking budgets. while providing access to human capital management and administration best practices. Leave the details to ADP so you can concentrate on improving your service offering and shaping your strategic initiatives.

Partnering with ADP

By partnering with ADP, more than 5,000 large employers have been able to:
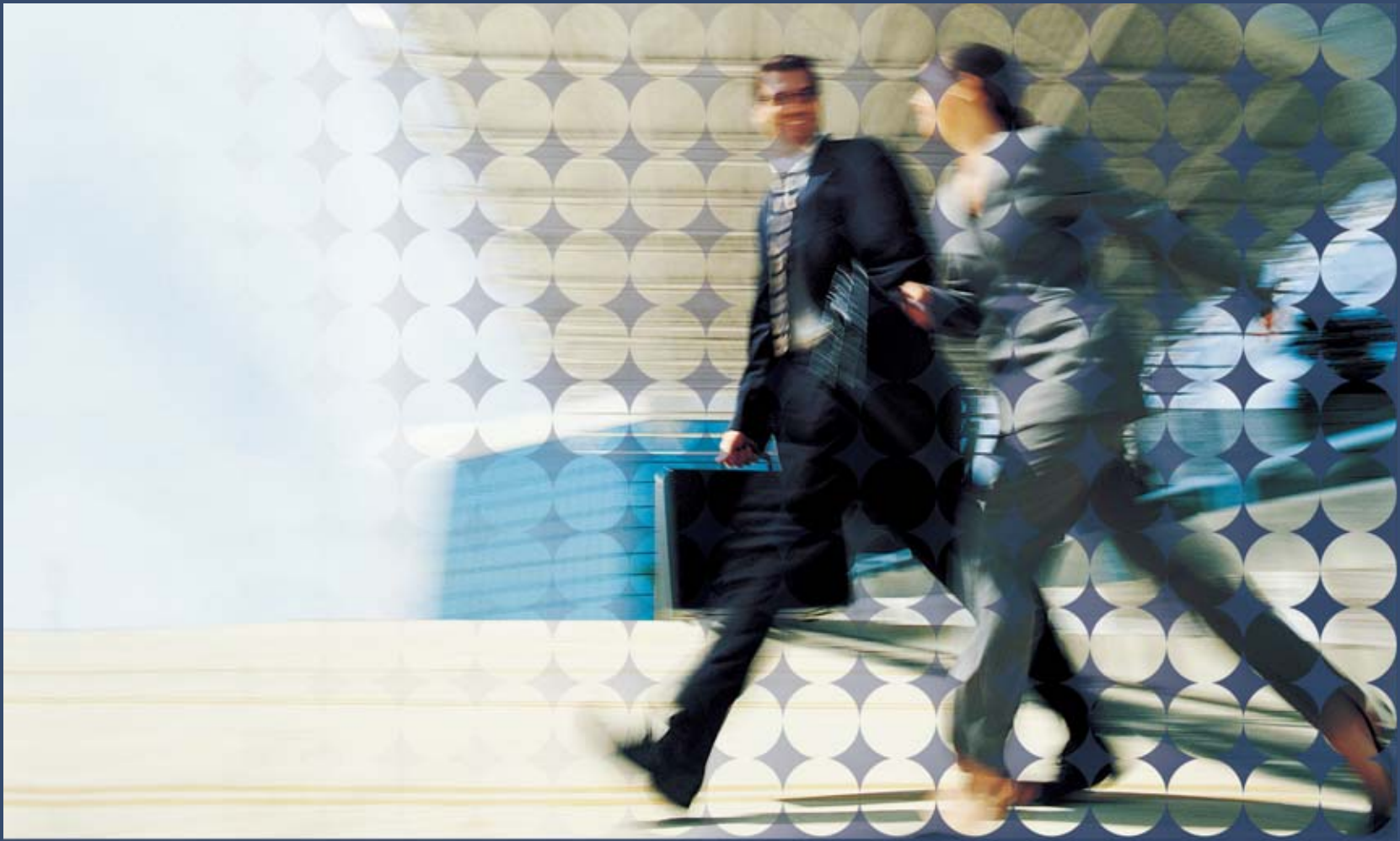
- Avoid large capital investments in technology
- Upgrade services offered to employees
- Improve the productivity of current resources
- Reduce risk associated with inadequate technologies and processes
- Address budget shortfalls with cost-effective service alternatives

OUR VISION: YOUR FOCUS

ADP helps public sector clients succeed by offering cost-effective and efficient business process solutions that minimize capital investments and improve employee services. Lean on our knowledge of best practices, so you can focus on providing the best programs and employee services for every tax dollar.

ADP National Account Services
…the Answer to Your HR and Payroll Needs.

TRUSTED

ADP National Account Services specializes in providing solutions for organizations with more than 1,000 employees. We provide efficient HR, benefits, and payroll solutions to nearly half of the 10,000 largest organizations in the United States each month. By entrusting your human capital related functions to ADP, you immediately benefit from the 50+ years of experience, financial strength, and stability that has made us a recognized leader in outsourced HR, benefits and payroll services.

EFFICIENT

To succeed in today's challenging economic environment, you need to maximize the productivity of your current resources and leverage the efficiencies of professional service providers. ADP's comprehensive solutions are supported by an extensive infrastructure, so you benefit from economies of scale, access to best practices, and current technology. All ADP products put you in control of key data and adapt to meet the dynamic needs of your growing agency. Our goal is to help you streamline your HR, benefits, and payroll operations, allowing you to provide unparalleled service.

RESPONSIVE

Expect responsive, professional account management from ADP. Our commitment to supporting all your human resource and payroll needs is backed with superior products, proven implementation services, and high standards for ongoing support. Certified professionals deliver proactive support services from ADP's nationwide network of National Service Centers. And a dedicated primary consultant—backed by a full team of solution center consultants—identifies and implements the best solutions to address your specific needs.

BEST PRACTICES

By partnering with a best practices leader, your organization can save money, improve service levels, and access the most current technology and expertise. In addition, ADP works to minimize your financial exposure and risk by keeping you compliant with federal and local tax laws. Perhaps most importantly, allowing ADP to handle your HR and payroll processes frees up valuable resources so you can focus on more strategic initiatives and analysis.

Solutions from ADP

➔ **PAYROLL SOLUTIONS**

➔ **HUMAN RESOURCES SOLUTIONS**

➔ **BENEFIT SERVICES**

- Benefit Administration
- Health & Welfare
- COBRA & HIPAA
- Flexible Spending Accounts
- Retirement Services

➔ **SPECIALIZED SOLUTIONS**

Time & Labor Management Services

- Client-Server & Hosted Software Solutions
- Multiple Time Collection Methods
- Scheduling, Leave Management & Attendance Tracking
- Payroll Interface

Printing & Communication Services

- Checks/Warrants, Vouchers & W-2's
- Enrollment Worksheets
- Total Compensation Statements

Tax & Financial Services

- Tax Management Services
- Tax Credit Services
- Garnishment Services
- Banking Services
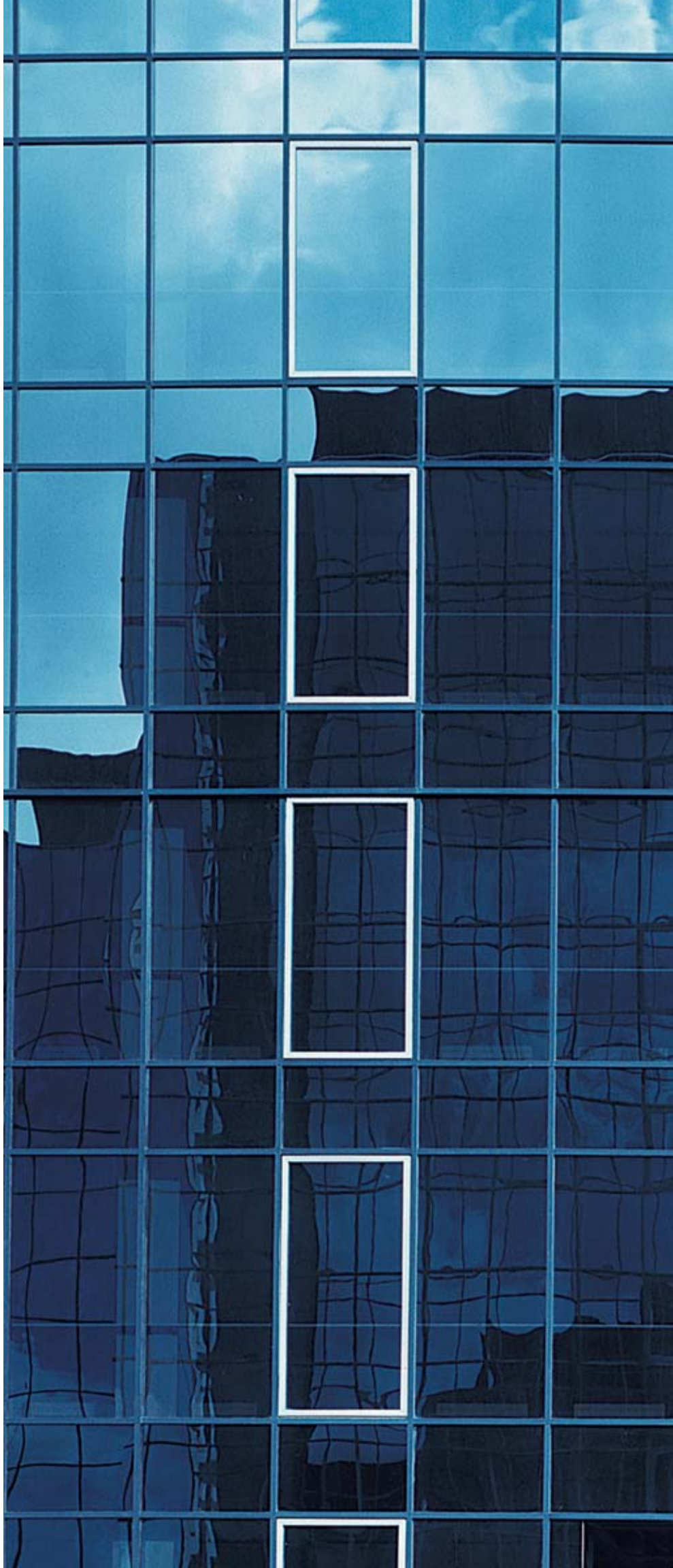
Screening & Selection Services

- Hiring Services
- Screening Services
- Human Resource/Compliance Services

Hosting Services

- Secure System Maintenance
- Data Management

➔ **COMPREHENSIVE OUTSOURCING SERVICES**

- HR Administration
- Payroll Administration
- Benefits Administration
- Integrated Service Delivery From A Single Provider

Payroll Solutions

Partnering with ADP National Account Services ensures that your payroll processing, information, and documentation will be accurate, accessible, and easy to manage. No other provider has more experience in payroll processing services than ADP.

Best-in-Class Processes

Designed to handle the payroll complexities inherent to large employers, ADP's payroll solutions leverage the flexibility of the Internet to deliver both strategic and financial advantages. Our payroll processing services provide you with convenient online access to payroll records and reports—anytime, anywhere. An intuitive user interface delivers efficiencies to increase your team's productivity, while self-service functionality allows employees to view their own pay data and records. And, when deployed as an ADP-hosted solution, the technology is always current, automatically incorporates national and local payroll regulations, and is protected by comprehensive system security.

ADP payroll processing allows you to improve the efficiency of your payroll processes and maintain control of your sensitive payroll information. You get a best-of-breed payroll solution with low total cost of ownership and with minimal capital investment in infrastructure.

If your organization already has invested in ERP systems, ADP payroll services allows you to integrate those resources with our best-in-class payroll processing services. With an efficient implementation program and integration tool, you can easily map from your Tier 1 ERP system to ADP's payroll processing engines.

Comprehensive Outsourcing Services

ADP comprehensive outsourcing services help large public organizations like yours reduce costs, improve service levels to employees, and manage risk. As a logical evolution of ADP's HR, payroll, and benefits expertise, we handle both back-office and front-office services, including traditional transaction processing, comprehensive administration, and service center support. ADP administers all services using proven proprietary systems and best-practice operations.

When you rely on ADP to deliver your complete end-to-end HR business processes, you benefit from:

- Single-source provider with comprehensive responsibility
- Domain expertise in cost-saving services
- Integrated service delivery model

Paperless Payroll

Save money and streamline pay distribution by utilizing ADP's paperless payroll solution. Paperless payroll reduces administrative tasks and simplifies tax preparation. At the same time, a paperless environment reduces the costs associated with printing, distributing, and handling checks.

Delivering a truly paperless payroll system, ADP offers an array of hosted solutions and services that work together with tools like direct deposit and employee debit cards. Use ADP for electronic pay stubs and W-2s or to electronically distribute and review payroll reports. Our goal is to help streamline your payroll operations so you can pay your employees as quickly and accurately as possible in the method most convenient for them.

Hosted Services

ADP's hosting centers keep you off the technology treadmill—minimizing your capital outlays for new technology or upgrades. We securely maintain your operating systems, databases, and applications 24x7 and "future-proof" them so that your technology is always current. Hardware maintenance, network security, and connectivity via WAN, Internet, or remote dial-in are all backed by ADP's world-class service. Select from programs for application support and data management or choose implementation and multi-line integration services to customize your hosted environment. Each program is protected with comprehensive disaster recovery and state-of-the-art security procedures. One look at our proven track record will assure you that ADP will protect your sensitive data and make it easily accessible—all while reducing the demands on your IT staff.

Human Resources Solutions

ADP human resource solutions combine human resources, benefits, and payroll records together seamlessly…delivering a full range of functionality to manage, pay, and retain your organization's most critical asset – your employees.

Integrated HR Solutions

By integrating your human resources, benefits, and payroll information, ADP helps to seamlessly streamline your organization's processes, reduce costs, and increase accuracy. A fully-integrated, Internet-based system, ADP's human resource solutions are designed to help large public sector organizations more effectively track, pay, and service employees.

Powerful, Flexible Design

With an easy-to-navigate interface, ADP human resource services enable you to customize the configuration of your solution to suit your organization's specific work practices and policies. The HR "power user" can easily personalize workspaces and efficiently organize processes. And shortcuts enable fast movement and heads-down data entry, so you can speed through administrative activities.

Self-Service Functionality

Empower your employees and free your HR resources from administrative tasks with ADP employee and manager self-service functionality. ADP Self Service capitalizes on the look, feel, and intuitive navigation of HTML to rapidly deliver information to your employees. Tasks are arranged logically, so employees feel comfortable viewing their personal records and data. Likewise, manager self service allows managers to approve personnel actions online or access employee information as needed—regardless of HR department hours. With these self-service tools, your HR staff is free to focus on strategic initiatives such as aligning employees with organizational goals.

ADP's HR Solutions include:

- Performance Management
- Compliance Management
- Compensation Management
- Training and Development
- Paid Time Off – FMLA, Leave of Absence
- Equal Employment Opportunity – EEO
- Employee and Manager Self Service
- Multi-level Strategic Reporting

Developed with a clear understanding of the nature of today's Public Sector processes, ADP's HR solutions bring powerful administrative capabilities to your HR desktop.
You spend less time on routine, administrative tasks and more time on organizational planning and human capital development.

With a comprehensive, feature-rich solution, ADP leverages flexible Internet-based delivery, built-in efficiencies, and strategic management tools to provide both ease-of-use and sophisticated functionality. The system includes ADP's leading payroll-processing services integrated with best-in-class HR methodology. And because the solution is fully scalable to support an expanding organization, you'll never outgrow the functionality delivered by ADP.

Benefit Services Solutions

ADP offers the most comprehensive benefit administration solution suite in the industry, allowing you to choose the services that best meet the needs of your employees. Whether they are integrated or "stand-alone," you gain the advantages of streamlined processes and best practice-based solutions.

Benefit Administration Services

Benefit administration is a complex, highly-regulated, and time-consuming process, yet doing it well is a critical component of employee satisfaction. As a leading benefit administration provider, ADP invests millions of dollars every year to automate and streamline benefit transactions.

All of ADP's benefit administration services include vital participant service options. Choose web-based self-service for reviewing plan information and conducting transactions online 24 hours a day. Opt for an interactive voice response system for participants without computer access. Or leverage world-class participant call centers for employees requiring personal assistance.

Health & Welfare

ADP provides a broad range of health and welfare services including annual enrollment, ongoing life-event changes, carrier enrollment reporting, and premium payment. We also offer employee communication services such as personalized print and fulfillment, enrollment worksheets, confirmation statements, total compensation statements, and provider directories. Finally, advocacy services provide professional assistance to participants who need help resolving disputes with insurance carriers. All these services are designed to automate and simplify processes important to your employees and their dependents.

COBRA

ADP manages COBRA and HIPAA administration and helps reduce the risk of compliance errors. Our end-to-end solution supports electronic data transfer of qualifying event information and provides an easy-to-use participant election and appeals process. The process is completed with timely and detailed billing of participant premiums.

Flexible Spending Accounts and Commuter Benefits

ADP administers flexible spending accounts for health care, dependent care, and commuter reimbursement—accurately and professionally. Data is managed via electronic feeds from ADP payroll and health & welfare systems. Professional enrollment materials and personal assistance maximizes enrollment success and ensures savings for you and your employees. Flexible and rapid reimbursement methods such as stored value cards, checks, and direct deposit ensure that participants are paid promptly.

Retirement Services

With ADP, employers can choose from a complete suite of tax-advantaged retirement programs. 401(k) plan services include record keeping, on-site enrollment, investment options, and professional trustee services. Our Section 529 college savings program is a convenient, tax-advantaged way for your employees to invest in their children's higher education through automated payroll deduction.

Specialized Solutions

ADP provides a full range of specialized solutions to help staff, track, pay, and service their employees. In combination with ADP payroll or in-house payroll systems, our specialized solutions work to help you manage costs and improve service offerings.

Time & Labor Management Services

Time and labor management services from ADP yield an immediate return on investment by giving you a faster, more accurate payroll and tighter control over employee time, as well as:

- Reduced labor costs through better workforce management;
- Improved efficiencies through automated payroll processes, and
- Enhanced strategic decision-making processes through access to real-time information.

Time and labor management services also provides customers with the option to choose the hardware and software combinations that best meet their organization's needs and leverage best-in-class tools to reduce labor costs and maximize labor resources.

Printing & Communication Services

Let ADP handle your printing and communications, eliminating the time-consuming work of preparing, monitoring, collating, and distributing pay, tax, and benefits documents. Smooth out peaks and valleys in workloads, eliminate capital investments associated with printing equipment, and reduce maintenance and supply costs. With enormous capacity and tight security, ADP's regional printing facilities quickly deliver your company's checks, vouchers, W-2s, 1099 forms, pension and commission information, enrollment worksheets, total compensation statements, and annual updates.

Tax & Financial Services

When ADP's tax management services manage your company's entire payroll-related tax process, you save time, and ensure payroll tax compliance. Services include comprehensive tax calculation and reporting, wage garnishment, unemployment compensation management, and new hire reporting.

Eliminate the time-consuming manual steps and administrative challenges associated with payroll garnishments. ADP calculates the garnishments and handles disbursements utilizing your payroll system. We also offer reconciliation services, a call service center, and proactive research for a variety of disbursement types.

Our innovative electronic payroll solutions streamline payday and provide multiple payment options. Select from traditional paper checks/warrants, direct deposit, or electronic debit cards to best meet your employees' banking needs.

Screening & Selection Services

With our hiring tools, applications, job fit assessments, and applicant management capabilities, you can match the right applicant with the right job. And, with our secure, online client environment, you can qualify candidates and track applicants online—further streamlining the process.

Choose applicants with confidence using ADP's background screening reports. Minimize complexity with ADP's criminal court, driving, workers' compensation, and credit reports. If you have special security needs, we can also develop a customized background screening solution for your organization.

Expert human resource and compliance advice is only a quick call or click away with our live HR help desk and online resource library. ADP can handle all FCRA-mandated applicant correspondence to facilitate a fair and efficient response to adverse situations.

TODAY'S ADP:

- Serves 5,000 large employers (having more than 1,000 employees), including both public sector organizations and multi-national companies
- Serves over 30 million employees worldwide every payday
- Touches another 15-20 million employees through benefits and HR services
- Moves half a trillion dollars annually through payroll and tax operations
- Prepares and submits employers' quarterly payroll tax returns to about 2,000 U.S. federal, state, and local regulatory agencies
- Stands as the only information technology company and one of only a handful of global companies with a "AAA" rating from the leading investment ratings agencies
- Delivers world-class service resulting in over 90% retention and an average client tenure of over 10 years

NATIONAL ACCOUNT SERVICES

Leverage the experience of a dedicated payroll and HR services provider, while staying within your budget, enhancing service delivery, and accessing superior technology. ADP National Account Services offers you an extensive knowledge base and proven leadership in human resources, benefits, and payroll. With our best practices methodologies and world-class service, you can improve service levels while controlling costs.

For more information on ADP National Account Services, visit our website at www.nas.adp.com, or call 800.CALL.ADP and you will be connected with an NAS sales associate in your region.