

# PAYROLL — FROM TRANSACTION TO TRANSFORMATION

## Payroll is more than just paying employees.

It creates deeper connections between employees and employers, but at the same time can act as a key function in transformation while protecting your business, data and people — delivering strategic insights for smarter decisions.

But like any transformation, it starts with identifying and understanding where you are right now.

There is a roadmap, used by world-class companies, you can use to position your progress on your payroll journey.



**"Payroll must deliver, be secure, and compliant. If treated as a hygiene factor, it will come back to bite you."**

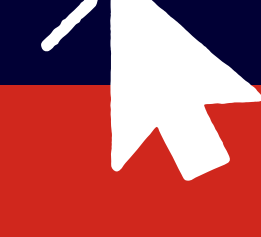
— Nico Orié, Coca-Cola Europacific Partners

## Evolve your payroll operations

Get a better understanding of the domains organisations like yours have invested in to enhance their payroll process.

## THE GUIDE TO GOOD PAYROLL

Find out how far along your organisation is on its payroll transformation journey.



# THE 8 DOMAINS VITAL FOR PAYROLL TRANSFORMATION

## 1 GOVERNANCE AND ORGANISATION

### From complexity to control

Structured payroll helps ensure compliance, cost tracking and error reduction.

#### Good payroll is ...

- Reinforcing a culture of compliance and improvement
- Facilitating advanced analytics
- Easily adapting to change

**"Defining data governance early is key."**

— Global Payroll Transformation Lead, Worley

## 2 PAYROLL PROCESS

### From errors to engagement

Considered end-to-end, it encompasses everything from time tracking to payment statements. At its core it's about employee experience.

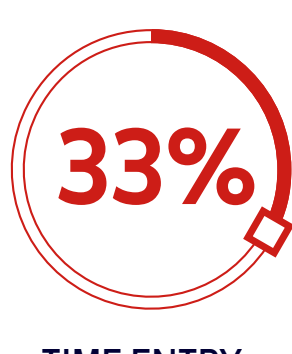
#### Good payroll is ...

- Automating manual processes
- An intuitive, proactive system
- Optimised practices

**"ADP helps us simplify, digitalise and personalise payroll."**

— Sunita Cherian, Wipro

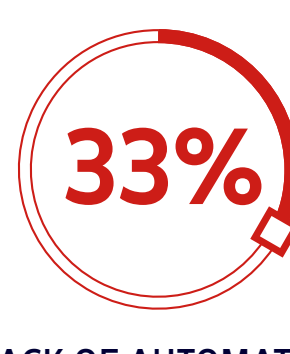
## Most common causes of payroll mistakes:



TIME ENTRY ERRORS\*



DATA INACCURACIES\*



LACK OF AUTOMATED PROCESSES\*

## 3 PAYROLL MONITORING

### From detection to delivery

Track which areas of your payroll are working well, and which ones you should focus on.

#### Good payroll is ...

- An overview of advanced monitoring systems
- Predictive analytics
- A clear view of regional and global data

**"Payroll should provide proactive insights."**

— Jennifer Collins, Microsoft

## 4 PEOPLE AND TRAINING

### From education to insight

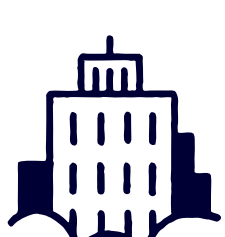
Attracting skilled payroll professionals is hard. Retaining them is essential.

#### Good payroll is ...

- Providing continuous learning and training programmes
- Expert-level payroll staff
- A strong culture of knowledge-sharing

**"ADP offers face-to-face training, which is invaluable."**

— Global Payroll Lead, PayPal



**24%**

OF BUSINESSES CLAIM THEY HAVE DIFFICULTY ATTRACTING AND RETAINING PAYROLL TALENT

## 5 TIME AND ATTENDANCE

### From tracking to transparency

Keeping track of time, leave and absences is fundamental to good payroll.

#### Good payroll is ...

- Dynamic dashboards, self-service analytics and benchmarks
- A 360° view of your payroll stored in a unified database
- Scenario-based forecasting

**"We've been able to streamline all employees' payments, including field hourly employees, while delivering valuable analytics to managers."**

— Bryan Waddle, Weatherford International

## 6 IT AND AUTOMATION

### From automation to innovation

To adapt to the mounting workloads, payroll teams must look to innovation.

#### Good payroll is ...

- Seamless systems integration
- Continuous updates, maintenance and improvements
- A fully integrated payroll ecosystem

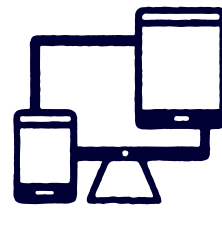
**"By going paperless, we save 99,000 hours a year."**

— Penny Cavener, Celestica



**52%**

OF COMPANIES DISCOVER PAYROLL ERRORS FROM EMPLOYEE COMPLAINTS



**32%**

OF BUSINESSES BELIEVE ADOPTING AI IS KEY FOR PAYROLL TRANSFORMATION

## 7 LEGAL AND STATUTORY COMPLIANCE

### From compliance to clarity

The rules governing payroll are constantly changing. With regular audits and updates your business can stay ahead of the curve.

#### Good payroll is ...

- A comprehensive auditing framework
- A dedicated audit team
- Proactive risk management and assessment

**"ADP ensures we stay ahead of legislation changes."**

— Graham Pugh, AO World

## 8 PAYROLL SECURITY

### From uncertainty to assurance

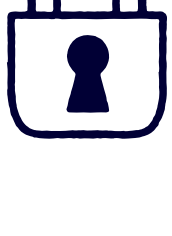
Businesses must establish security best practices to protect their payroll and their employee data.

#### Good payroll is ...

- Advanced security controls
- The highest standards of data protection
- Exemplary breach prevention and response measures

**"Payroll security is a top priority, and ADP takes it seriously."**

— Lisa Rosenblatt, Commvault



**93%**

OF BUSINESSES SAY THAT DATA SECURITY IS 'CRITICALLY IMPORTANT' TO THEIR PAYROLL STRATEGY



**"If there was one tip I would give someone else about transformation, it's to have clarity up-front. That's why it was a really good decision to move to ADP."**

— Mark Gill, Wolt

## EVOLVE YOUR PAYROLL OPERATIONS TODAY

The guide to good payroll

**Australia**

[au.adp.com](http://au.adp.com)  
1800 000 729

**Singapore**

[sg.adp.com](http://sg.adp.com)  
65 6499 5388

**Hong Kong**

[hk.adp.com](http://hk.adp.com)  
852 3511 6173

**中国**

[adpchina.com](http://adpchina.com)  
86 4008 215 632

**India**

[in.adp.com](http://in.adp.com)  
1800 420 4242

**日本**

[jp.adp.com](http://jp.adp.com)  
81 (03) 64530339

**Philippines**

[ph.adp.com](http://ph.adp.com)  
63 2 8 558 1237

\*Sources: Unless stated otherwise our research findings are based on ADP, The potential of payroll in 2025: Global payroll survey.

ADP, the ADP logo and Always Designing for People are trademarks of ADP, Inc. All other marks are the property of their respective owners. Copyright © 2025 ADP, Inc. All rights reserved.

