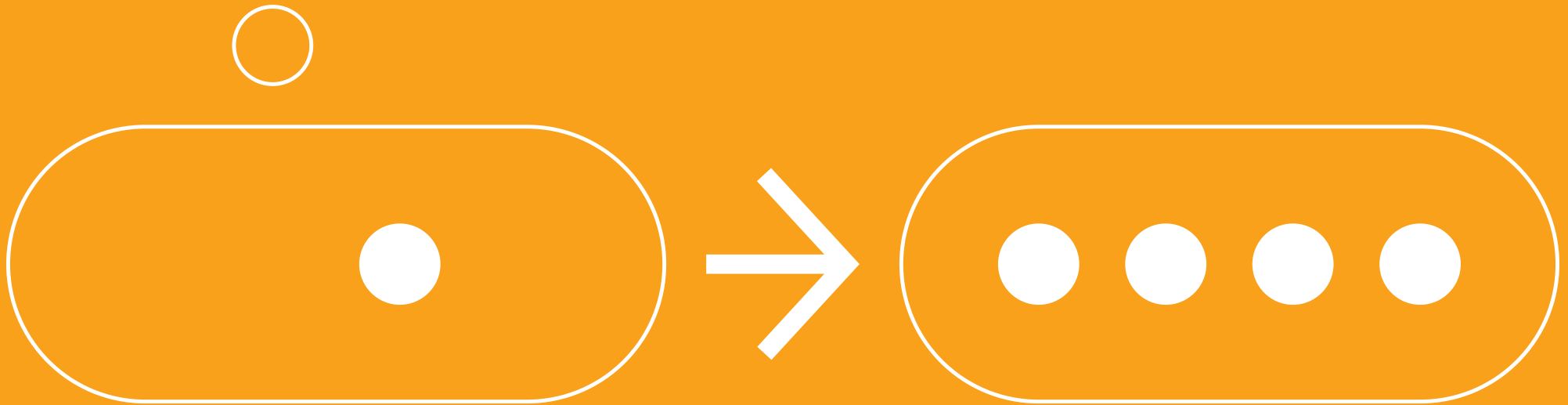


The payroll solution buyer's guide

Time for a switch?
Here's how to do it right.



A more human resource.™

Payroll matters.

If you're reading this guide and considering investing in a new payroll system – or even just thinking about thinking about a change – you're doing it for a reason.

If you're like most of the businesses we speak to, you're looking to do things like streamline your processes, reduce risk and control costs. Maybe you're spending too much time on payroll, or you're out-growing your current system.

Or maybe you've decided to act while you're ahead, upgrading now to prepare for the future.

These are all solid reasons. Managing payroll – and the HR processes that surround it – may not be your idea of fun, but it's something you absolutely have to get right. So picking the right payroll provider shouldn't be about delaying until trouble hits.

It should be about choosing the solution now that can save you time and money, support your people better, and give you peace of mind that you're getting the help you need. So ask yourself a few questions:

- Do I spend too much time (and money) on payroll when I should be getting on with the things I do best?
- Does my payroll connect with my other HR systems?
- Am I concerned about payroll errors or compliance issues?
- Can I easily run reports and get the insights I need?

If you're not happy with your answers to these questions, it could be time to make a change.
















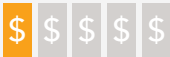














This guide will give you the information you need to decide if a switch is right for you, to figure out what kind of solution you need, and to make sure the process is as smooth and successful as it can be.

Let's get started.

How to pick the best solution for you

Before you look at specific vendors, think about the type of solution you need. There are fundamental differences between the many categories of payroll and HR solutions.

For more detail on what the different options mean for you, and tips on how to pick the right one, check out our guide, [Not all payroll solutions are created equal](#).

	Run payroll manually	Use off-the-shelf software	Use your accountant	Choose a full-service payroll provider	Use a PEO
Your time spent					
Your risk of errors					
Your compliance liability					
Cost to buy					
Access to tax expertise					
HR support beyond payroll					

* Optional ** Included



What to ask and what to expect

Burning questions

Here are some questions to ask prospective providers so you understand what you, your company, and your employees can expect to encounter if you make a switch.

What to ask and what to expect

01

Does the solution have all the features I need?

Make a list of features you're looking for and ensure the solution has them. Here are some good ones to start with:

- Direct deposit
- Tax filing done for you
- Electronic reports
- Time and attendance integration
- General ledger integration
- Support if you get a payroll tax notice from the IRS
- Ability to connect with other HR solutions your company uses

02

When is the best time to switch?

Does it have to be at year-end? Or quarter-end?

Actually any time is good. The sooner you upgrade, the sooner you get the benefits.

The right provider can help you prepare for a successful switch at any time of year. They'll walk you through the process and help you pull the data and reports you need for a smooth transition.

03

How will the change affect my employees?

Your people will need to register for the new system and get used to using it. So ask the provider if they'll help you with communications and training. Do they provide training templates you can customize and use to get people up to speed? Look at the user experience from your employee's point of view. They won't (and shouldn't) have any patience for a system that's hard to use! And ask the provider how much help employees will need – will it help make your HR team's day a little bit better or worse?

04

Can employees get what they need without my help?

Your employees want easy access to the information they need – without having to go to you every time. You don't want them bothering you all the time. So it needs to be easy to use, accessible from mobile devices and, above all, self-service.

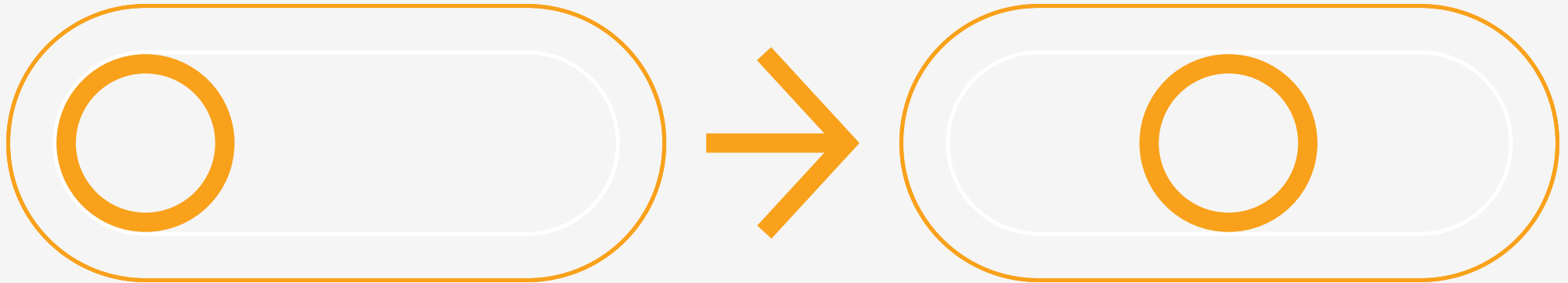
What to ask and what to expect

What is the reporting functionality like?

Make a list of the most important reports you want, and then ask to see samples of these reports in the new system. Ask how it works – is there a template or do you have to create it yourself? Will they be very different from the way you report today?



Handy tips for a smoother switch



Handy tips for a smoother switch

01

Go on a final reporting spree

When you move to a new solution, play it safe and save all the different kinds of reports you rely on from your current system (weekly, monthly, whatever) so you have the data you may need in the future.

02

Learn the lingo

Sometimes when you switch from one way of working to another, you find yourself speaking a different language. Familiarize yourself with the new vocabulary and ask your provider if there are any differences in terminology you need to know about. For example, one system may call it a 'payroll register' while another calls it a 'payroll journal.'

03

Find out who actually performs the setup

Who enters timesheet codes, deductions and other data – the provider or you? How is that data validated and by whom? Get the facts now before you find yourself typing in hundreds of lines of data on switching day (don't worry – many partners will do this for you).

04

For time (and money) savings, automate at every opportunity

Identify the manual steps and configurations you have to make every time you run your payroll today. These are the things you'll want to automate. Ask for a demo to see how these processes are automated in the new system.

Handy tips for a smoother switch

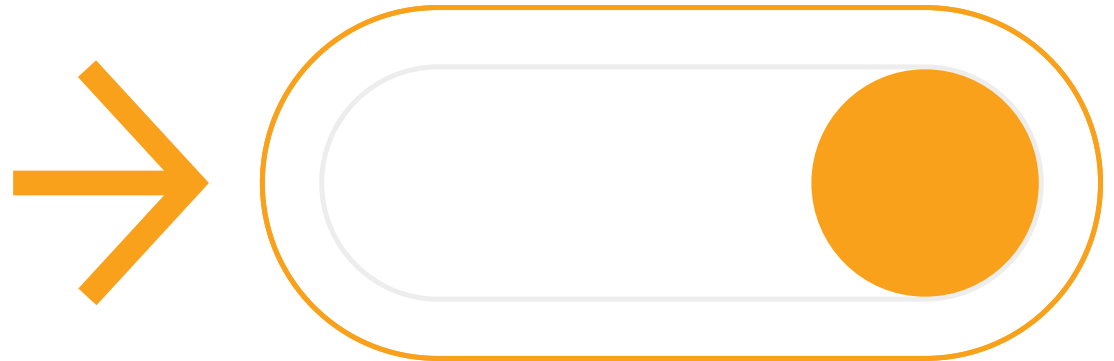
05

Make sure it integrates

Ask about the integration potential with the wider HR, benefits and employee management systems you use, now and in future. For example:

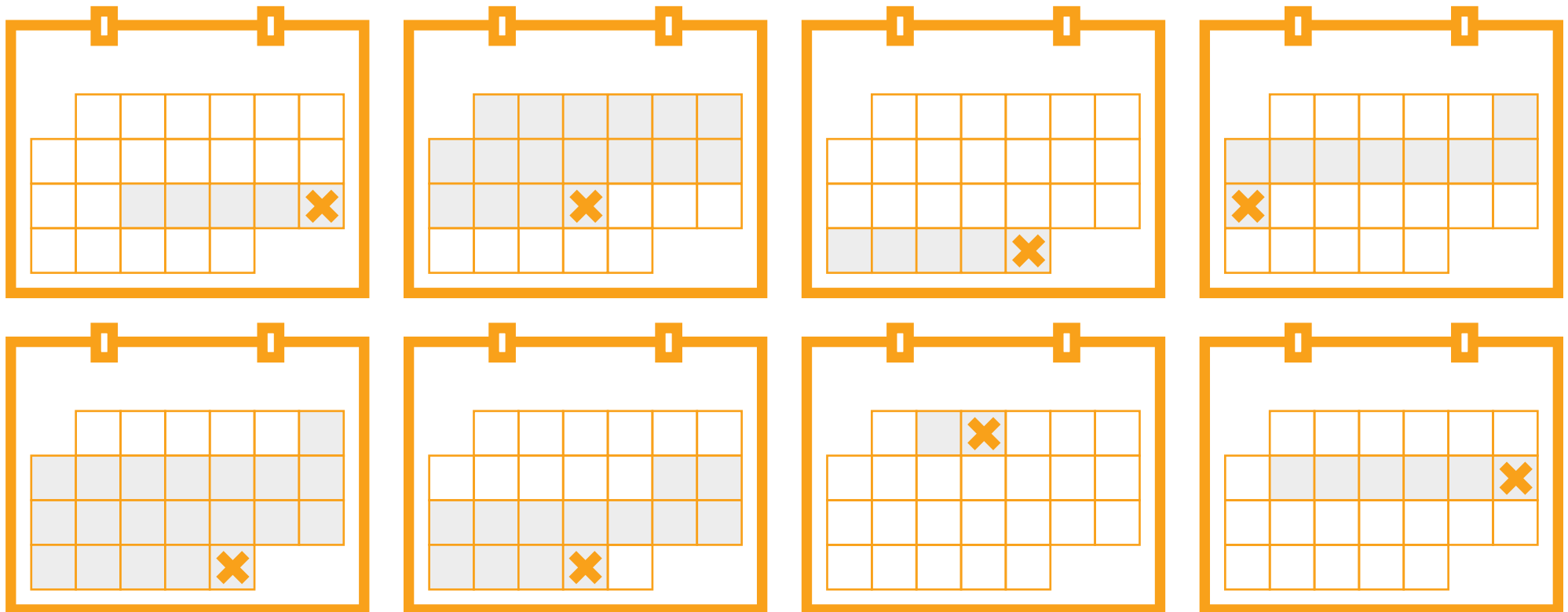
- Accounting software
- Time and attendance
- And more...

In addition to technical integrations, think about how the solution (and the provider) will connect with other key stakeholders like your accounting professional or accounting department. How would that relationship evolve?



And remember

Make sure you plan your transition period – don't get caught short!
If you use another solution today, check when your access will expire and make sure you've saved everything you need (data, reports, etc.) for use in the new system.



Getting buy-in

Ultimately, payroll affects everyone in your business, but there are some key stakeholders you need to get on board with your decision to switch – and with your choice of solution.

That means grilling your prospective new provider on their behalf. Here are some questions your colleagues might ask:

Accounting/Finance

Does it have general ledger integration and how does that work? Does it project total payroll costs and give you visibility into those figures before payroll is processed?

IT

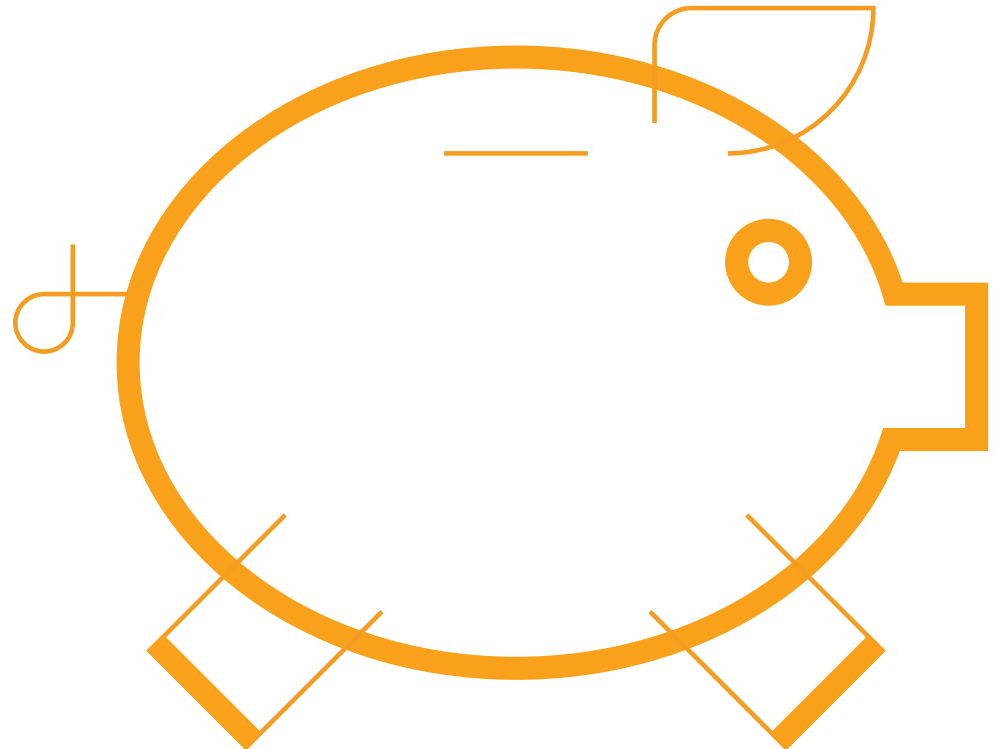
How secure is it? What does it integrate with? What support do we need to provide?

HR

Can this help me reduce the number of questions employees ask my HR staff?

All employees

Will I be able to easily get paystubs and W-2s? How easy is it to use?



Time to take control

Payroll is too important to simply settle for the way you've always done it.



We hope this guide has made one thing clear: You don't need to put up with payroll pain. Get your switch right and you'll free yourself from time-consuming administration; help improve your accuracy and get the help you need for your compliance obligations; and give your people the service and support they deserve.

At ADP®, payroll isn't an extra task that gets in the way of our wider business. Payroll is our business – so we don't just do it faster and more efficiently than our customers can; we also do it better.

We hope this guide helps anyone who's struggling to come to grips with switching, no matter what you decide to do.

Ultimately, we hope payroll and HR will be a help instead of a hindrance to you while you get on with what you do best.

If you're thinking about switching, our payroll specialists are here to help. Whatever payroll problems you're experiencing, you can bet we've seen them before.

[Get in touch.](#)

What's next?



Read our guide, Not all payroll solutions are created equal and learn:

- What each method entails, from manual payroll and off-the-shelf software to full-service outsourcing and beyond
- The pros and cons of each approach
- How to make the best choice for your business

ADP takes care of you and your people

Our cloud tools and support services streamline and automate payroll, tax filing, employee benefits and HR management – backing you up with proven advice and compliance assistance to help you take care of your people.

If you run a growing business or a busy HR department, you've got better things to do than paperwork, administration and managing compliance-related tasks.

We don't. This is what we do best.

That's why hundreds of thousands of businesses rely on us every day. And why we'd love to do it for you.

Get in touch.

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