



RETIREMENT SERVICES

ADP integration and technology study

Clients save time,
reduce administrative
burdens and boost
plan health



Always Designing
for People®



Improving service and reducing costs are the main reasons businesses change retirement plan providers



Introduction

Improving service and reducing costs are the main reasons businesses change retirement plan providers, according to the ADP Integration and Technology Study. Plan sponsors that select ADP find they benefit in a number of ways from seamlessly connecting their retirement plan to payroll and other ADP HR services. Survey respondents report:

- Saving substantial time due to ADP's integrated solutions — 55 percent spend up to 50 percent less time on plan administration since moving to ADP
- Improved to greatly improved technology solutions for participants and plan sponsors, compliance testing, enrollment and participant engagement
- More engaged participants and a better retirement plan experience
- Improved plan health



Methodology

ADP Retirement Services commissioned a survey to understand new client perspectives about their experiences with ADP integration and technology features. An online survey collected data from 150 ADP Retirement Services clients that had transitioned within the prior 12 months from survey date. Retirement Insights, LLC developed and conducted the study, which was completed in November 2021.

Objective

Understand client satisfaction and experiences with technology and integration services after plan transition to ADP Retirement Services.

Cost and service issues drive provider changes

Businesses aren't sticking with their plan provider for long if they're unsatisfied. Sixty-one percent changed providers in under 5 years, including a third that left within 3 years. They leave over cost and service concerns, including dissatisfaction with the value for cost (32%), investment fees (24%), slow service response (19%), processing errors or delays (15%), and compliance issues (13%). RIA, financial advisor or consultant recommendations (17%) also play a role in provider changes.

Clients choose ADP for seamless data connections

Overwhelmingly, ADP Retirement Services was selected for its' strength in payroll and retirement plan integration. Seventy-five percent of survey respondents moved the plan to ADP seeking the benefits of integrating their retirement plan with payroll and other HR services. Time and attendance (33%) and benefits administration (22%) are ADP services beyond payroll that survey respondents also used.



REASONS PLAN SPONSORS CHOOSE ADP



Integrate the retirement plan with payroll



Integrate with payroll and other ADP services



Solve cost concerns associated with the prior provider



Reduce time spent on plan administration

SOURCE: Retirement Insights, LLC.



ADP INTEGRATION REDUCES TIME SPENT ON PLAN ADMINISTRATION

45% say 25% less time

10%

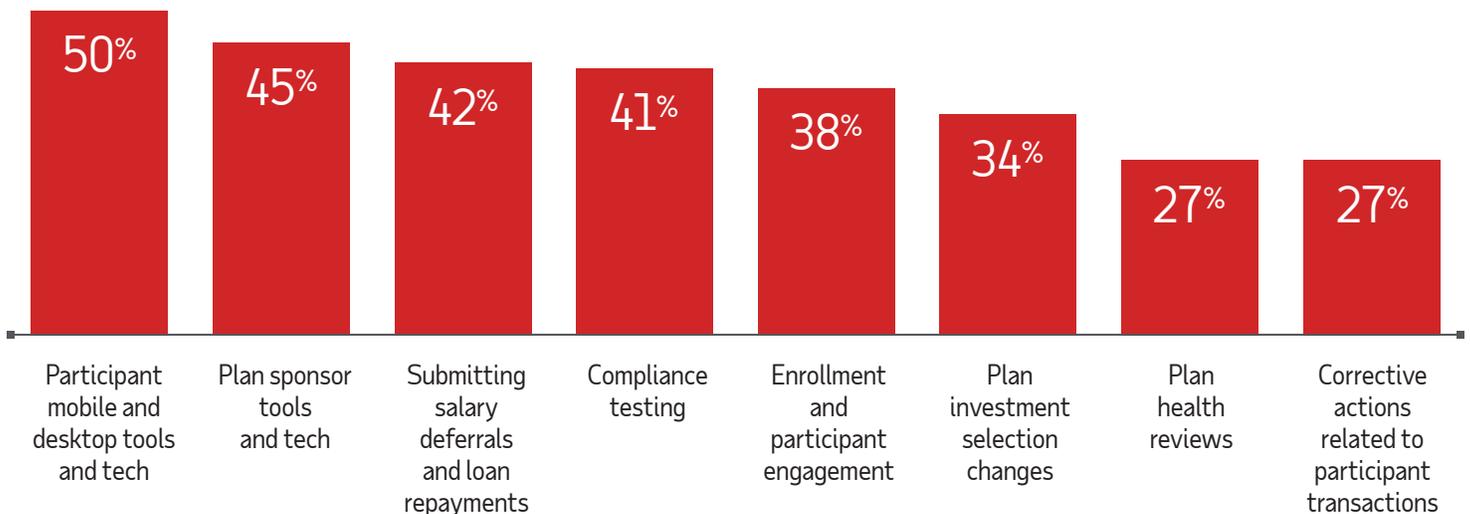
say 25% - 50% less time

Significant reduction in time on plan administration

Clients report a substantial time savings from ADP payroll and retirement plan integration. Nearly half (45%) spend up to 25 percent less time on plan administration since moving to ADP, and another 10 percent say ADP integration reduces plan administration by 25 to 50 percent.

Clients noted activities directly related to retirement plan integration improved to greatly improved in the initial twelve months of service with ADP, including submitting salary deferrals and loan repayments (42%) and corrective actions related to participant transactions (27%). ADP technology also rated highly. For example, participant and plan sponsor digital tech and ADP's guided compliance testing process available on the Plan Sponsor Website were recognized as experience improvements.

PROCESSES THAT IMPROVED TO GREATLY IMPROVED



A move to ADP also improved to greatly improved the advisor-provider relationship for almost a third.

ADP boosts plan health, engagement and the employee experience

Participants are more engaged and enjoying a better retirement plan experience with their ADP plan, according to almost 1 in 3 plan sponsors, and 24 percent experienced higher participation since moving to ADP. Feedback on engagement with plan features was nearly equal for employee awareness (34%) as requiring more education (35%) about the features, and just under 20 percent find employees to be knowledgeable or better.

Since the transition to ADP, plan health improved for many. Forty percent of survey respondents found the health of their plans was better, crediting the rise to ADP participant technology and tools like the mobile app, a simplified initial enrollment process and financial wellness resources. Other factors include the plan investment menu and ADP's plan health dash for plan sponsors.

Plan sponsor technology supports enhanced plan health

In the plan's first 12 months with ADP, 30 percent of clients used the plan sponsor digital dashboard weekly or more frequently. Users describe the application as "very" (24%) to "somewhat" (53%) intuitive.

Forty percent of plan sponsors in the study say moving to ADP improved plan health and credit the ADP Plan Health dashboard as playing a role for the success. About 1 in 3 users of the dashboard rate it as an improvement over the technology provided by their prior provider, and indicate that it supports their efforts to:

- 20% more efficiently manage plan administration
- 13% better manage plan health
- 12% easily execute plan improvements



4 in 10

believe plan health
has improved
since moving to ADP

TOP REASONS INCLUDE:



- 1.** Mobile tech for participants



- 2.** Initial enrollment process



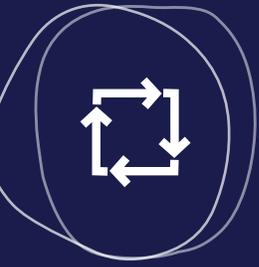
- 3.** Investment menu



- 4.** Financial wellness tools



- 5.** Plan health dashboard



Conclusion

ADP INTEGRATION SOLUTIONS SEAMLESSLY ENABLE THE AUTOMATIC FLOW OF DATA THROUGH ADP PLATFORMS TO MAKE RETIREMENT PLANNING EASY AND ACCESSIBLE.

Survey feedback reflects ADP Retirement Services delivers on much more than reducing administrative burdens for clients. Respondents experienced time savings on plan administration and improvements in processes related to connecting payroll and retirement plan data, such as submitting salary deferrals, loan repayments and making corrective actions. In addition to simplified administration, many also report wins that result in a better retirement plan experience for everyone — including gains in plan health and employee engagement, and access to better participant and plan sponsor technology that uncomplicates retirement planning and empower more informed decisions.



More than a provider, ADP is a retirement ally

ADP connects you and your employees to data and technology that make retirement plans easy and engaging. Seamless access to data and insights keeps everyone in control of saving for retirement. And our extensive, real-world experience in HCM and data security means we make work easier so you and your employees can thrive



Let's Talk.

With an ADP retirement plan, you and your employees are always empowered and engaged to make better decisions about saving for retirement. To learn more about how our personalized insights, integrated technology and flexibility can meet your plan needs, go to adp.com.

The research for this white paper was commissioned by ADP Retirement Services and conducted by Retirement Insights, LLC. An online survey collected data from 150 ADP Retirement Services clients that had transitioned within the prior 12 months of the survey date. The research was completed in November 2021.

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