
AWS
re:Invent
NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

DEI302

Innovation, intersection, and scale

Vipul Nagrath

SVP, Product Development
ADP

Nauman Ahmed

Strategic Account Manager
AWS

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Agenda

Responding to the shifting landscape

ADP’s data-driven innovation and DE&I solutions

How AWS makes our solutions possible

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Responding to the shifting landscape

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

The world of work is **evolving** faster than ever

Worker expectations

How and where we work

Business pressures

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP innovation is accelerating to **meet the moment**

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Emerging realities of work

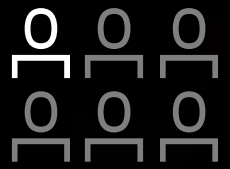
Increasing demand for flexibility

64%

of workers say they would consider looking for a new job if forced to return to a worksite full time

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Global scale, local flexibility



1 in 6
Americans paid



3.1T
moved globally per year



80M
tax statements



39M
people paid globally



35+
languages



25M
in the U.S.

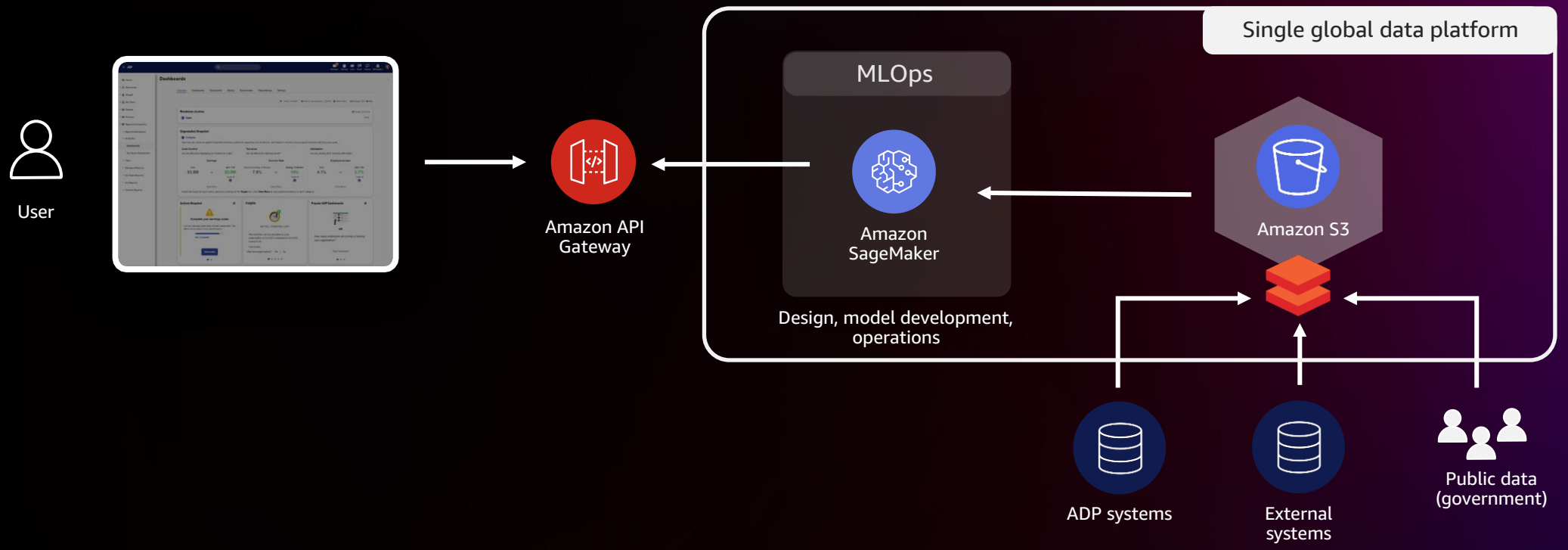


14M
outside the U.S.

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AWS helps enable ADP big data



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Every data point represents …







Human stories

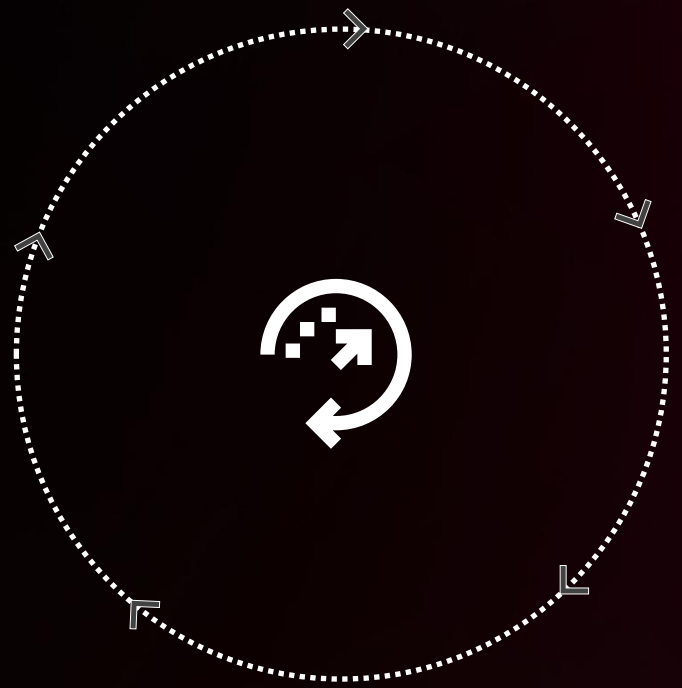
Meaningful interactions

Insightful expertise

Greater efficiency

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP innovation fueled by data insights and enhanced by experience



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP’s data-driven innovation and DE&I solutions



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

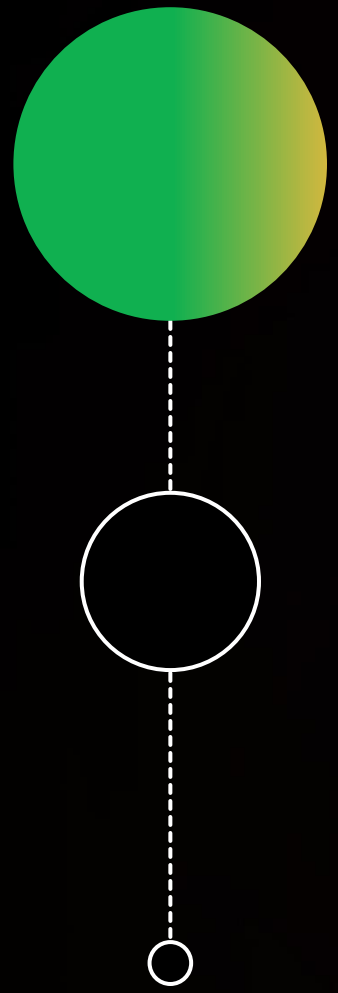
Data is at the foundation of everything we do

Machine learning models trained on our data **inform, improve, and enhance our offerings**



aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.



Whole human experience

Machine learning

Data

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Whole human experience

Worker experience | **Workplace experience**



Career growth & development



Health & financial wellness



Simplified workplace experience



Inclusive working environment



Team development & productivity



Elevated HR function

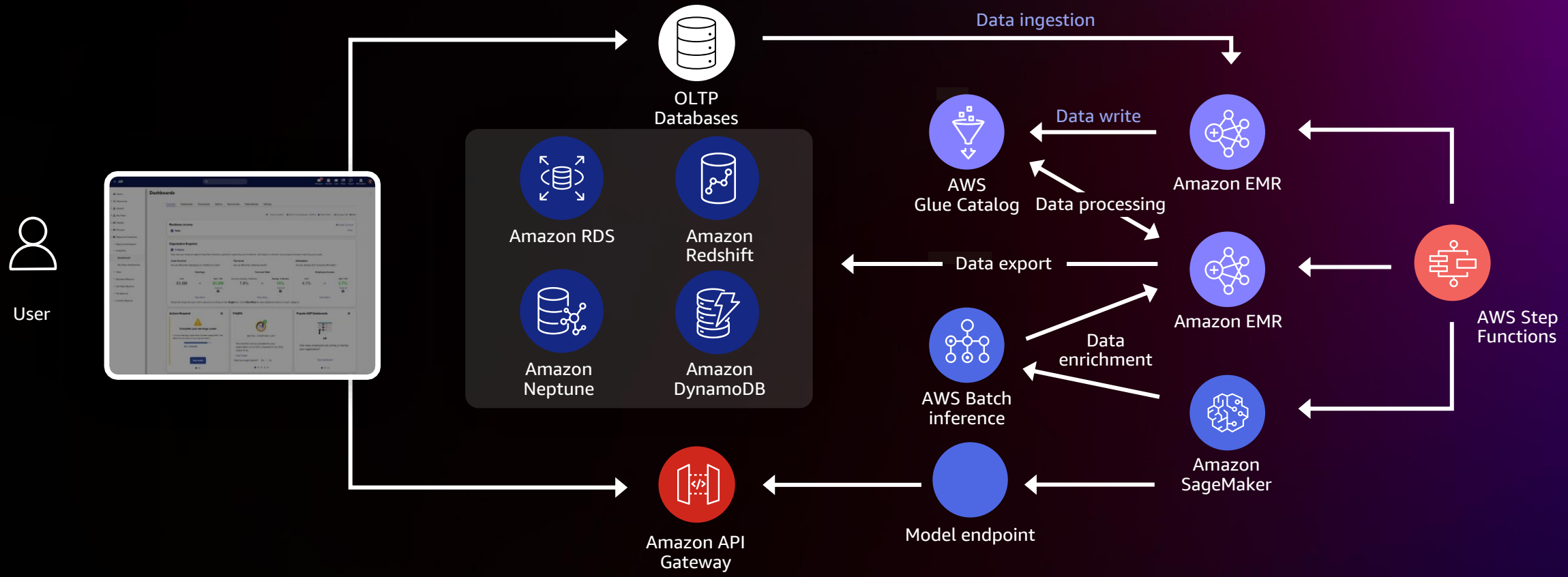
Machine learning

Data

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

AWS helps enable ADP big data



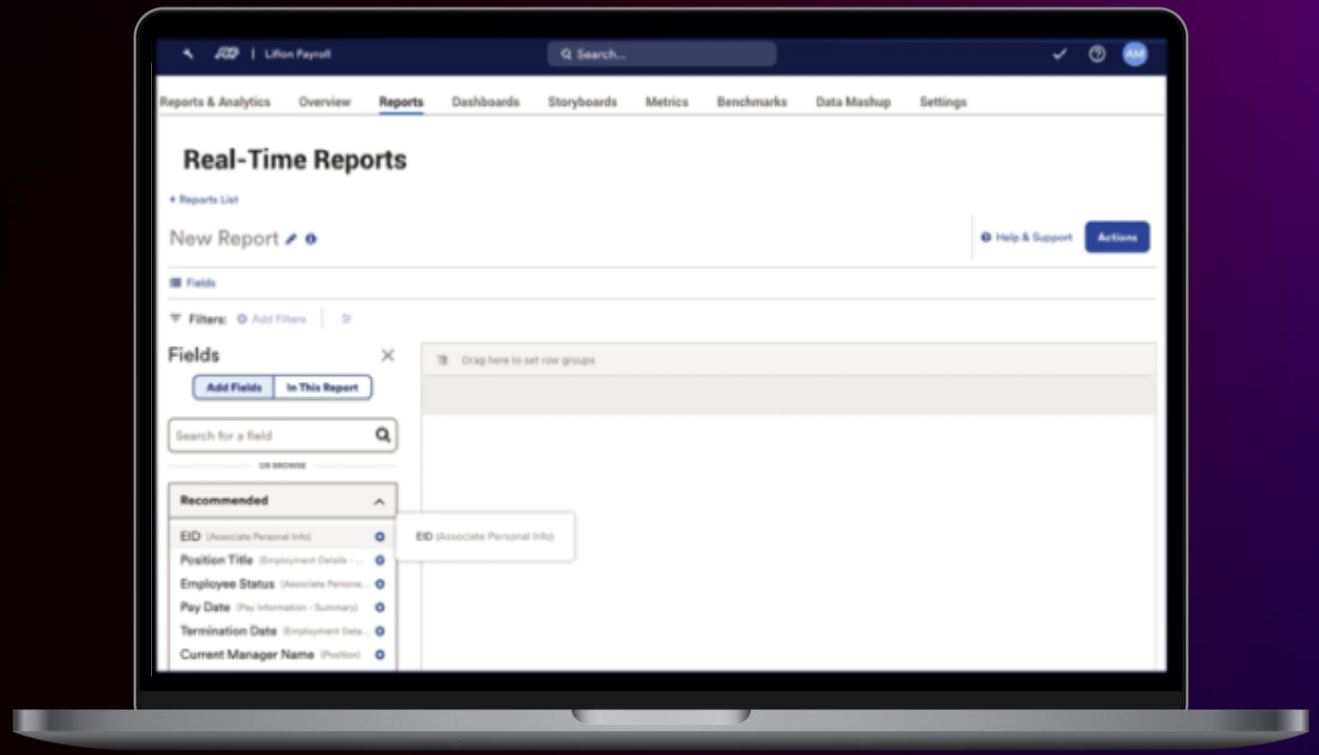
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Intuitive

Helps you get things done faster

Surface what matters, when it matters

Elevate usability based on user journeys



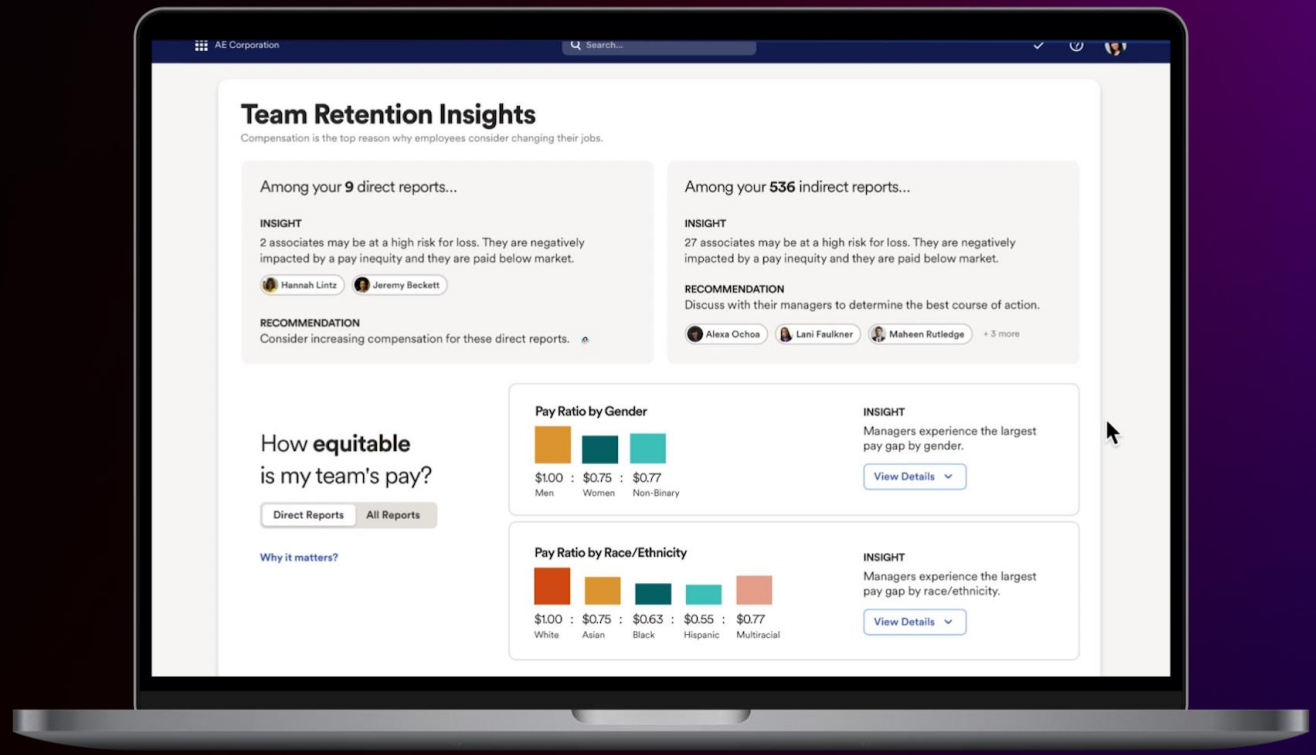
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Insightful

Insights in the flow of work, available at the right moments

Vast array of ADP benchmarks and insights for more informed decisions

Data continuously updated to reflect current market trends



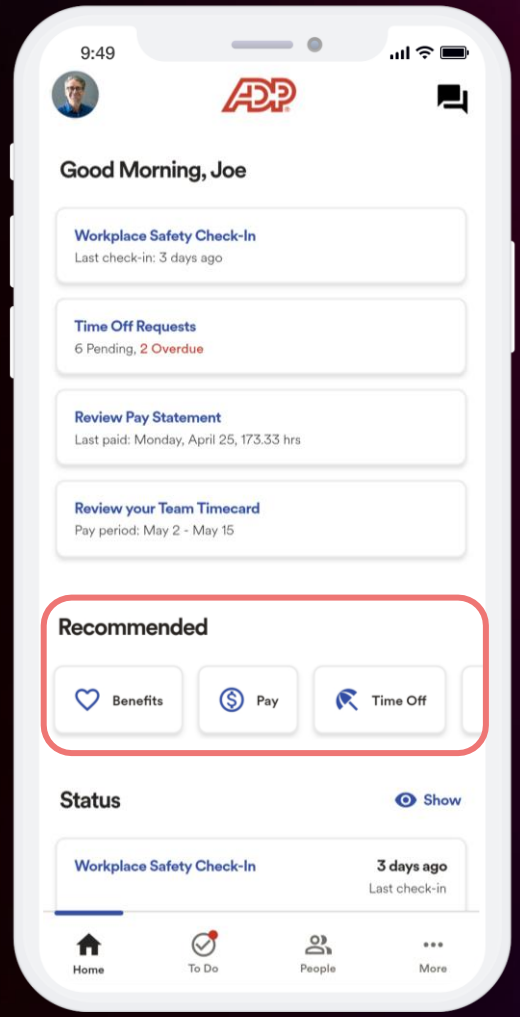
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Personal

Simplified experiences that show only what is needed

Adaptive features that seamlessly become available as employees grow

Information tailored to an employee's journey just in time



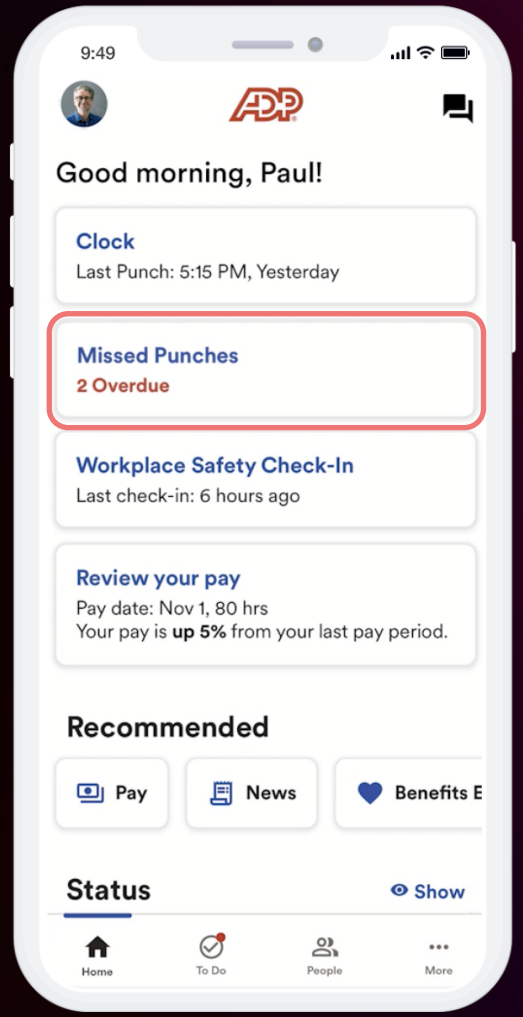
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Proactive

Pre-emptive actions remove low value work

Machine learning continuously identifies opportunities to optimize experiences

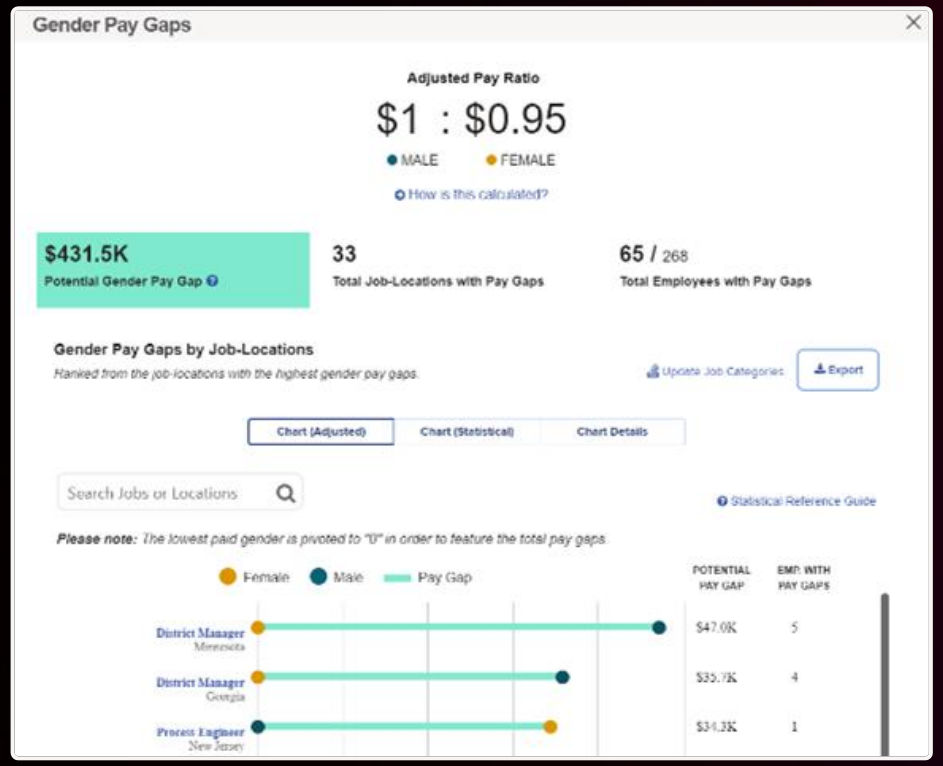
Employees prompted with solutions before a case needs to be created



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Inclusive Working Environment

- Return to Workplace sentiment
- Voice of the Employee
- DEI dashboards
- Inclusive technology designed for all people



Highlight

- **ADP Pay Equity Storyboard**

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Moving toward greater diversity, equity, and inclusion



Assess

Understand your own diversity situation, compare yourself to peer groups, and set goals for both hiring and management advancement



Plan

Understand the talent landscape, skills mix, and availability to develop new acquisition approaches



Act

Correct pay equity gaps, with alternate scenarios based on budget availability, location. and job groups



Improve

Proactively gauge team feelings of inclusion and overall work environment over time

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.



Assess

DE&I dashboards and benchmarks



Plan

Talent/market insights with skills-based hiring & diversity demographic location views



Act

Pay Equity Storyboard using the benchmark compensation data and internal data “EEOC-light” multi-regression outlier tests



Improve

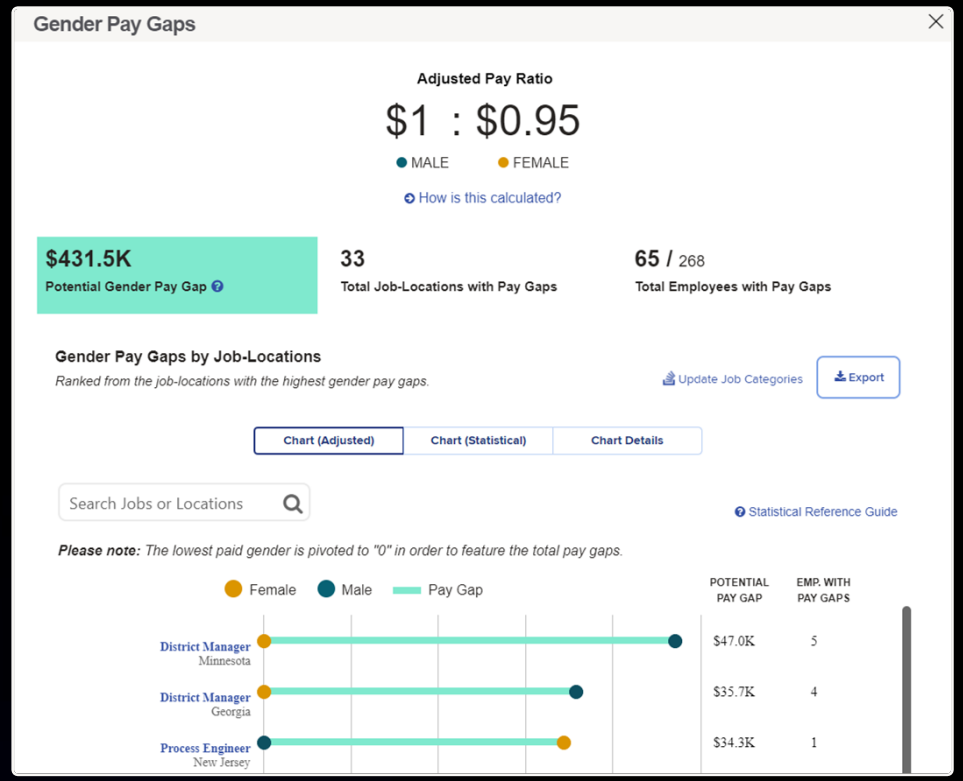
Proactively gauge team feeling ADPRI Psychometrically Validated Inclusion Surveys via Voice of the Employees of inclusion and overall work environment over time

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

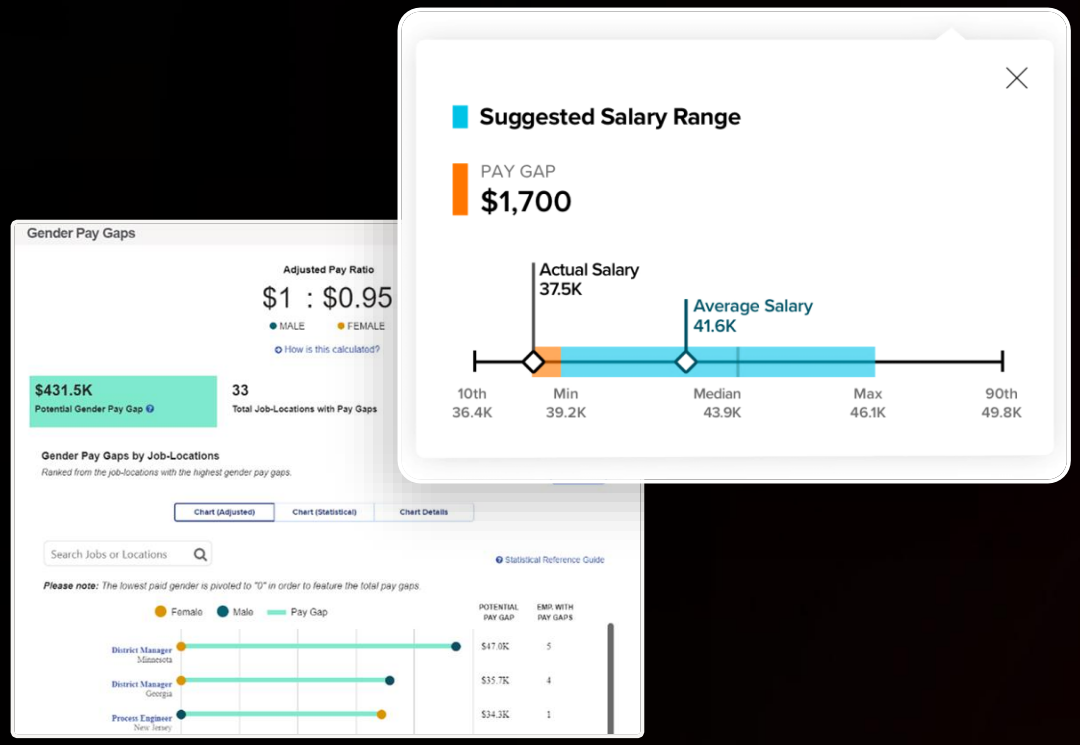
ADP
Pay Equity Storyboard

Quantifies pay gaps across your organization and provides targeted plans and integrated best practices to turn insights into action



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Pay Equity Storyboard



1K+

clients using the storyboard

$1.4M

average impact

75%

showing improvement in pay equity

$5K

returned per person

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

$1.1B

returned to communities

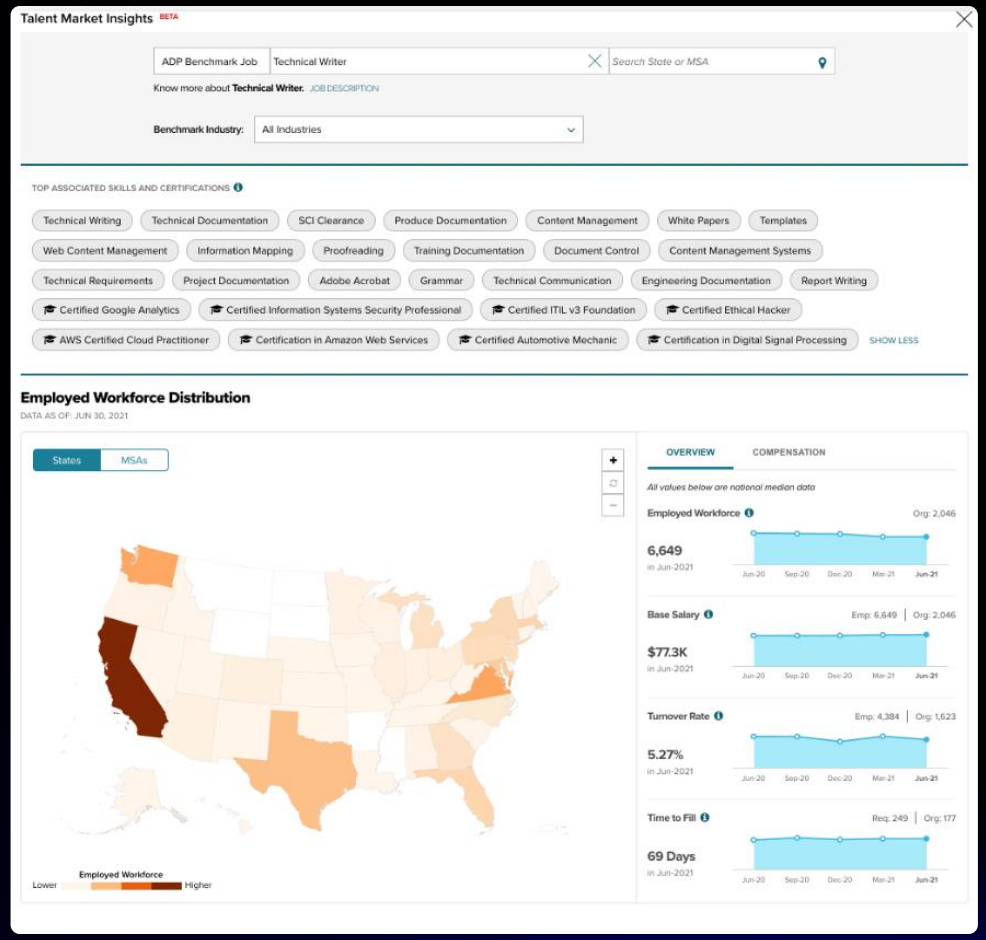


© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Talent Market Insights

External labor market insights that optimize an organization’s recruiting and location strategy

- Geographically locate candidates with the skills clients need
- Discover related job experiences that increase a company’s talent pool and applicant flow
- Offer compensation and benefit packages that stand out from your competitors
- Achieve a diverse team and accomplish your DEI goals
- Understand talent supply and trends in the market



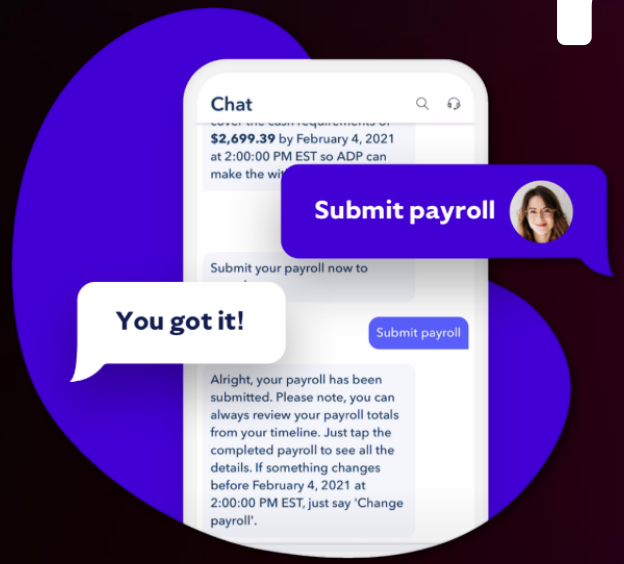
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

How AWS makes our solutions possible

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

roll™ by ADP®

A whole new way to pay(roll)



- ✓ Mobile first
- ✓ Groundbreaking conversational UI
- ✓ End-to-end digital purchase
- ✓ No training
- ✓ No implementation specialist
- ✓ Live chat support

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Roll by ADP Architecture

100% **AWS** Cloud native

Serverless architecture

- AWS Lambda, Amazon Aurora, Amazon DynamoDB, Amazon SQS, Amazon SNS, Amazon S3, Amazon Cognito

AI/ML implementation for NLP and insights using Amazon SageMaker

Live support using **Amazon Connect**

Product analytics using **Amazon QuickSight**

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

roll by ADP

ADP Mobile

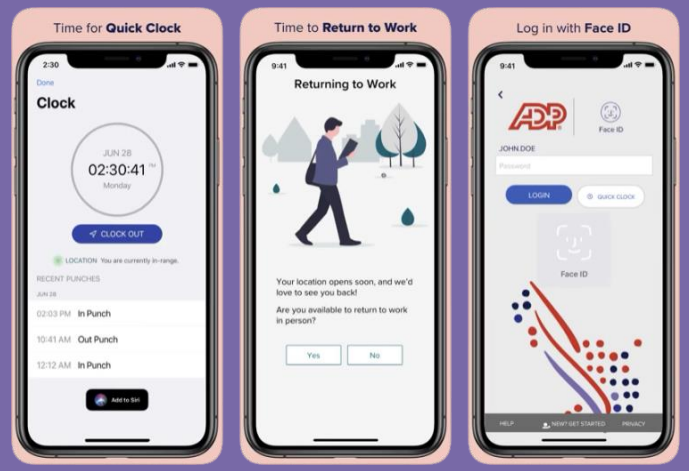
#8

business app

Apple App Store

2.8B

annual logins



4.7

Apple App Store rating from 2.5M reviewers

46

countries

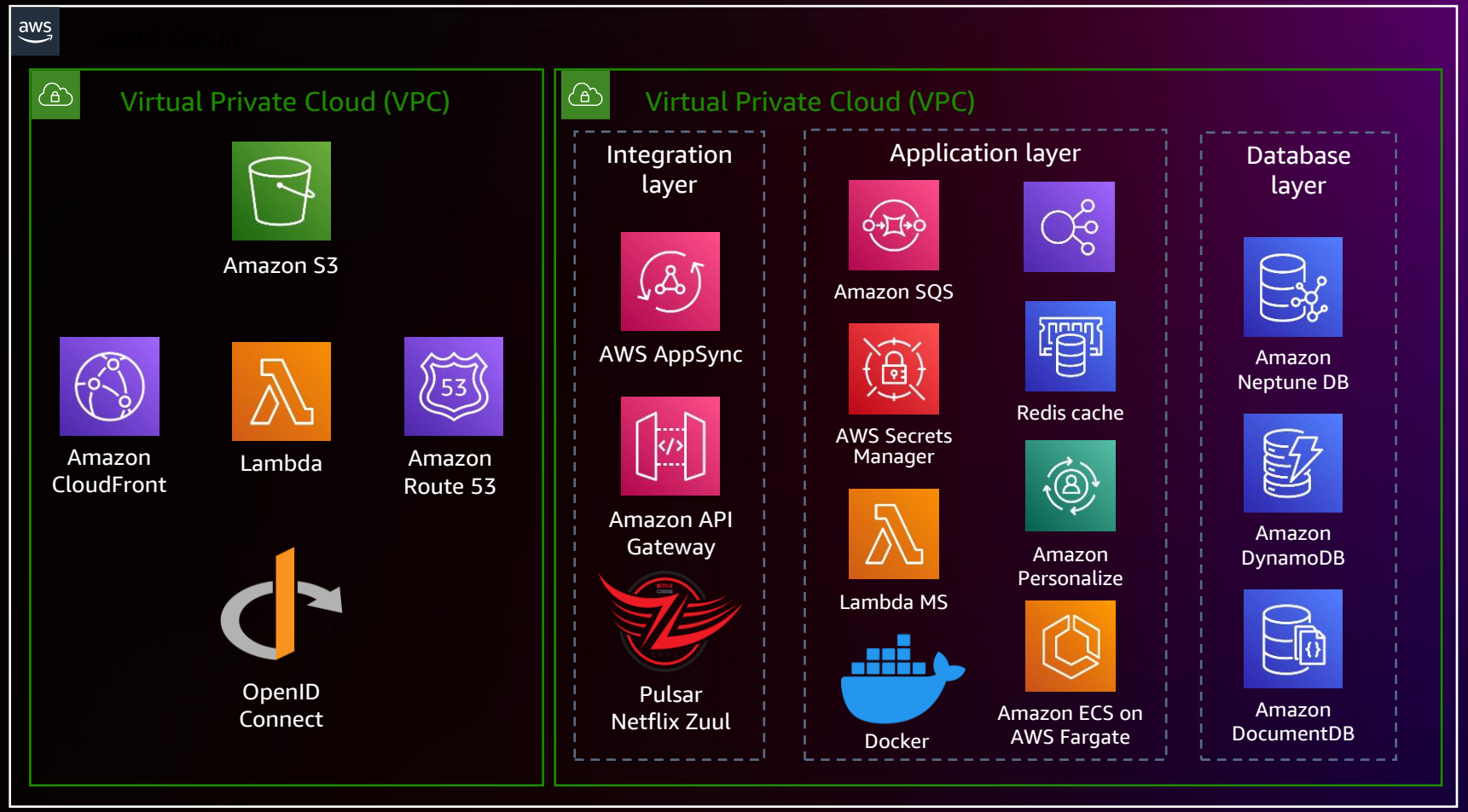
28

languages

Compatible with Apple Watch and iPad



ADP Mobile Architecture



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

We’re turning **HR service delivery** on its head



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

36%

projected Time, Payroll, HR & Benefits case volume reduction within the next 18 months

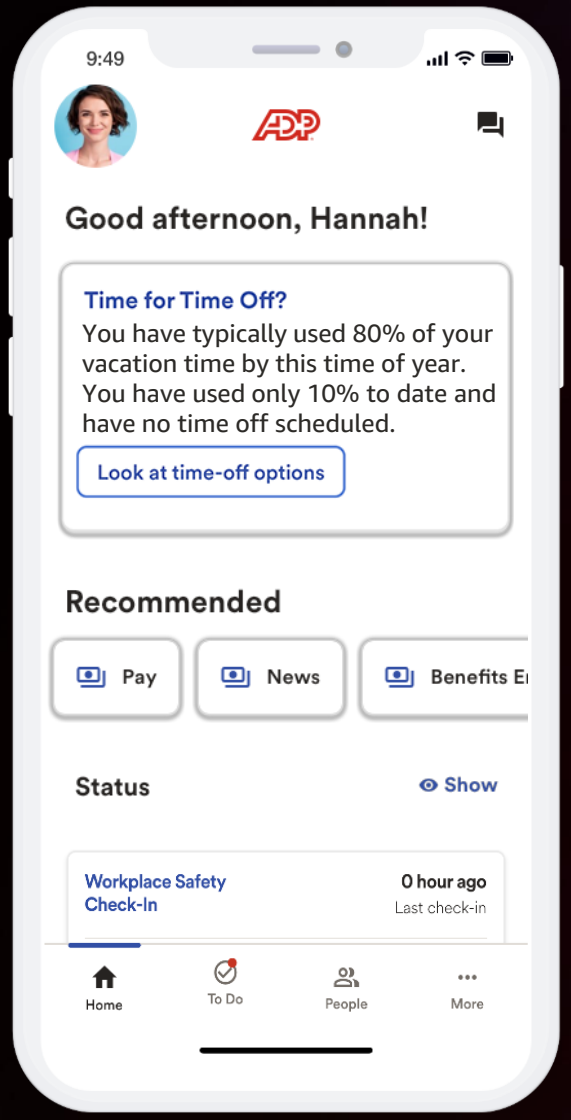
with Intelligent Self-Service



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Intelligent Self-Service

Anticipate, solve, and reduce employee HR cases before they happen



Action Cards

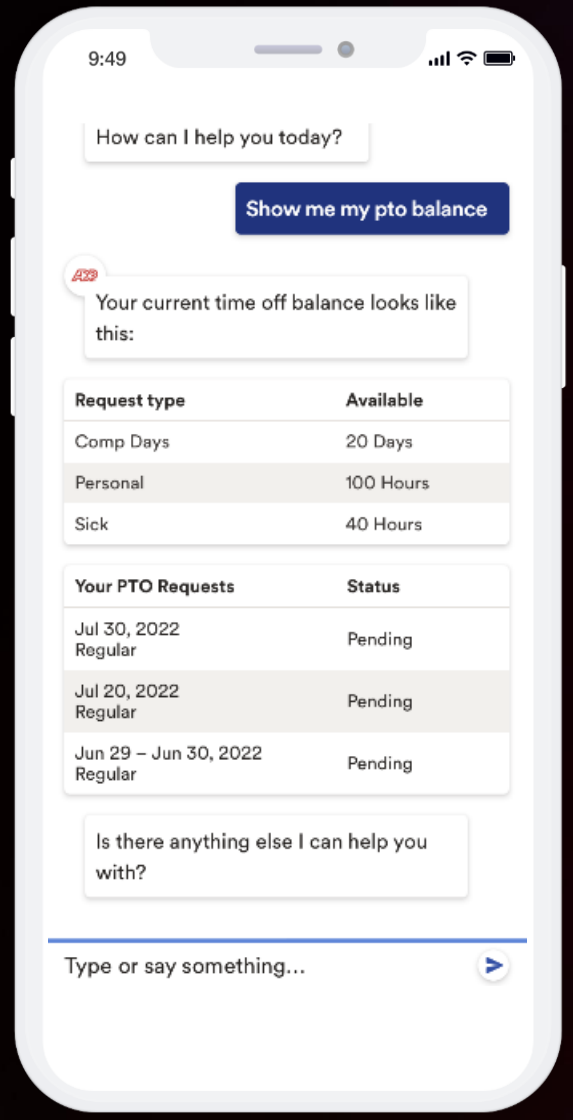
Leverage billions of mobile log-ins to proactively serve employees

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Intelligent Self-Service

Anticipate, solve and reduce employee HR cases before they happen



Action Cards

Leverage billions of mobile log-ins to proactively serve employees

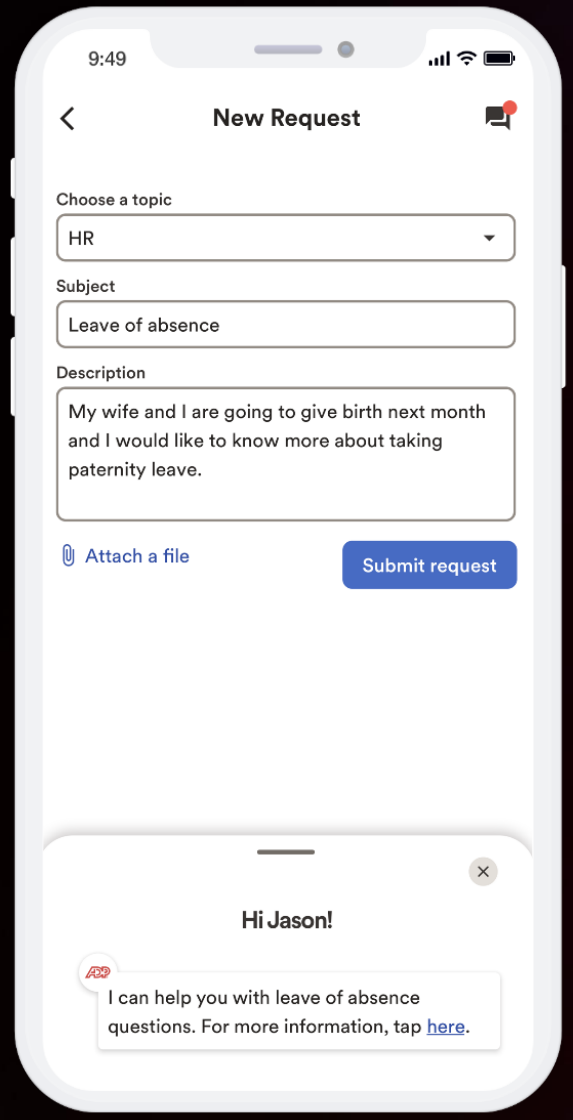
Virtual Assistant

Conversational, transactional and predictive chatbot

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Intelligent Self-Service

Anticipate, solve and reduce employee HR cases before they happen



Action Cards

Leverage billions of mobile log-ins to proactively serve employees

Virtual Assistant

Conversational, transactional and predictive chatbot

Policy Personalization

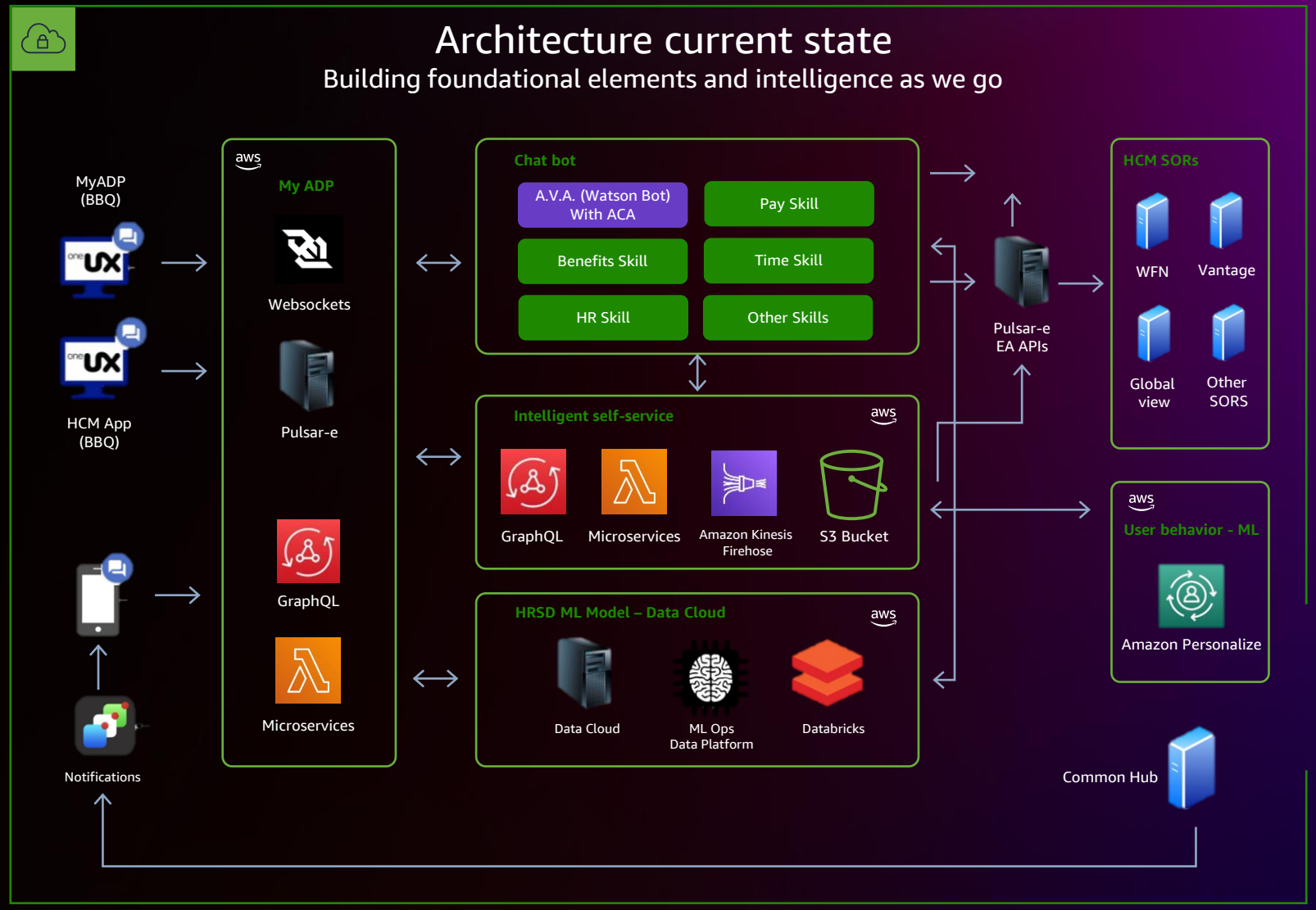
Localize and personalize action cards and A.V.A. using company policies and regulations

aws

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

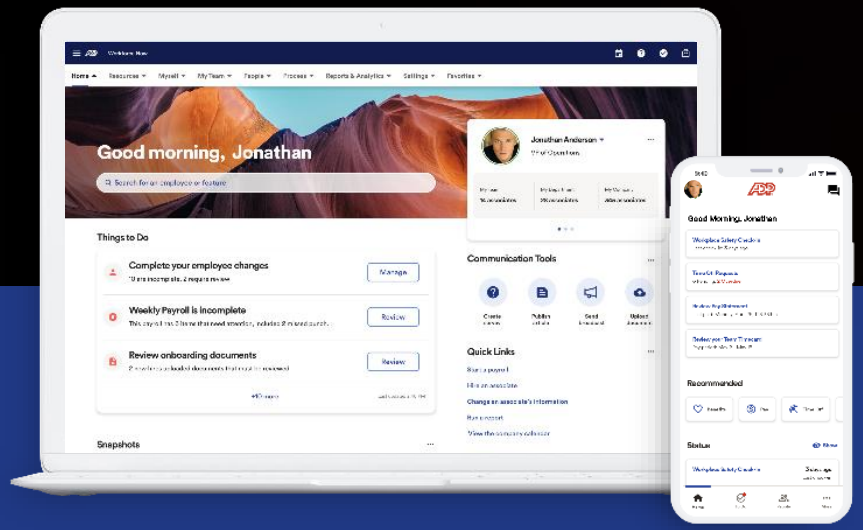
Intelligent Self-Service Architecture

- Powered by Lambda and other AWS services for presentation
- Action Cards are served up from AWS on mobile



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Workforce Now



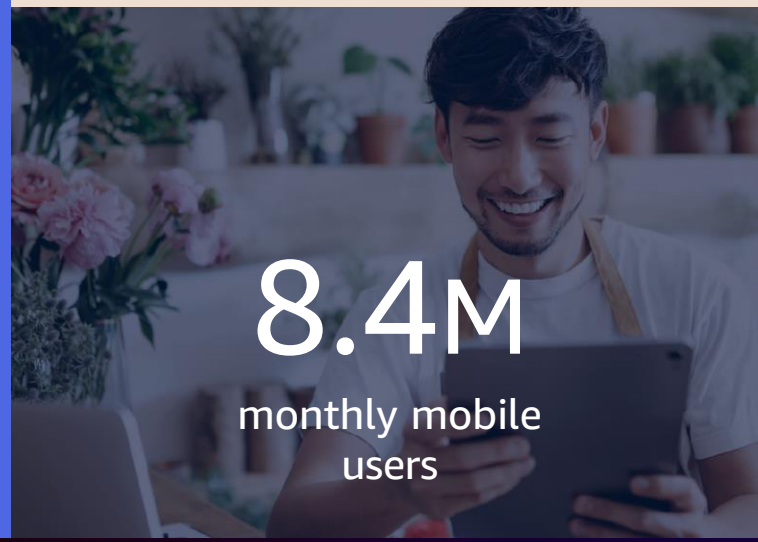
80K
clients

14M
people paid

150M
daily transactions

2.5M
daily active users

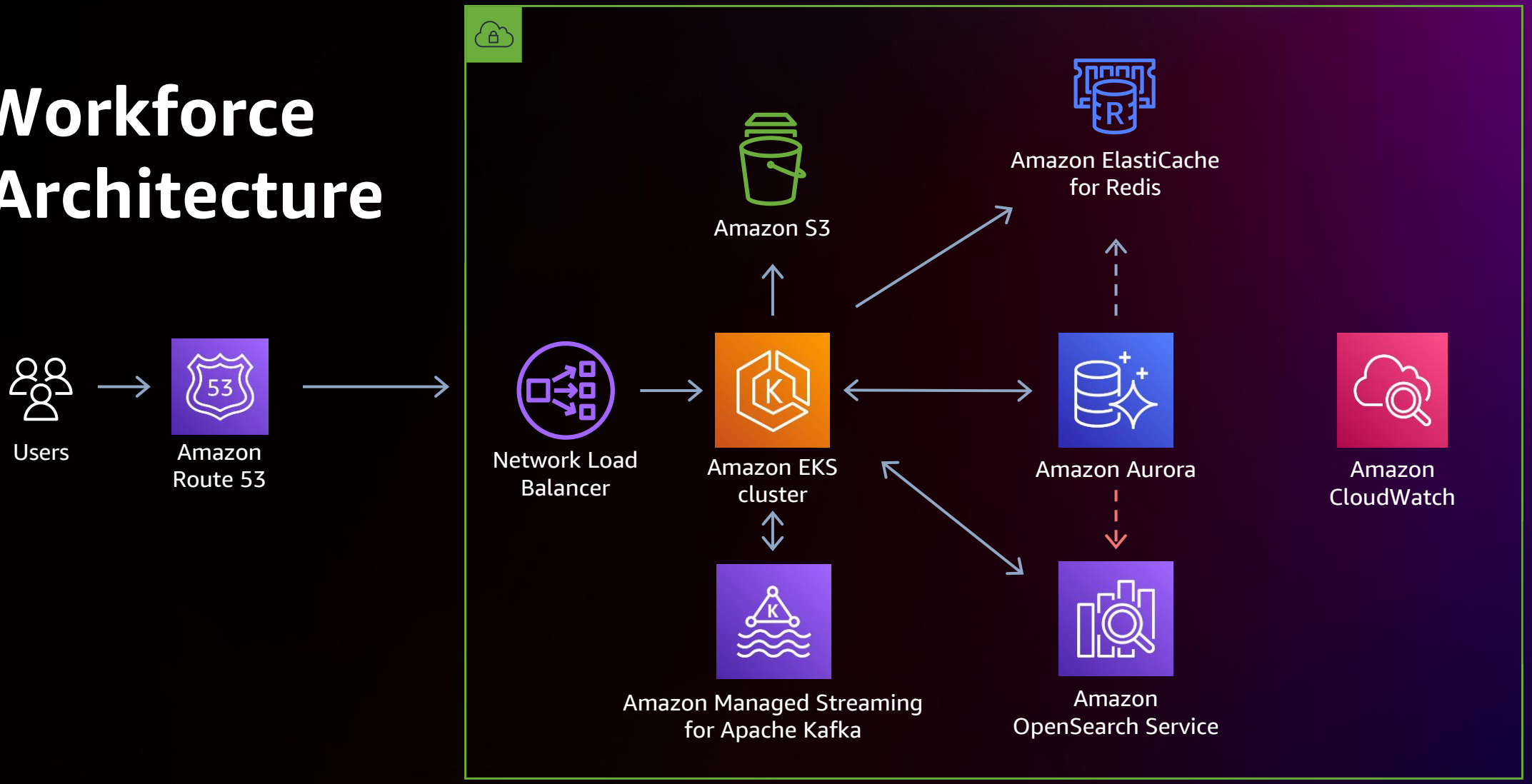
8-10 weeks
for Go Live



8.4M
monthly mobile users

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

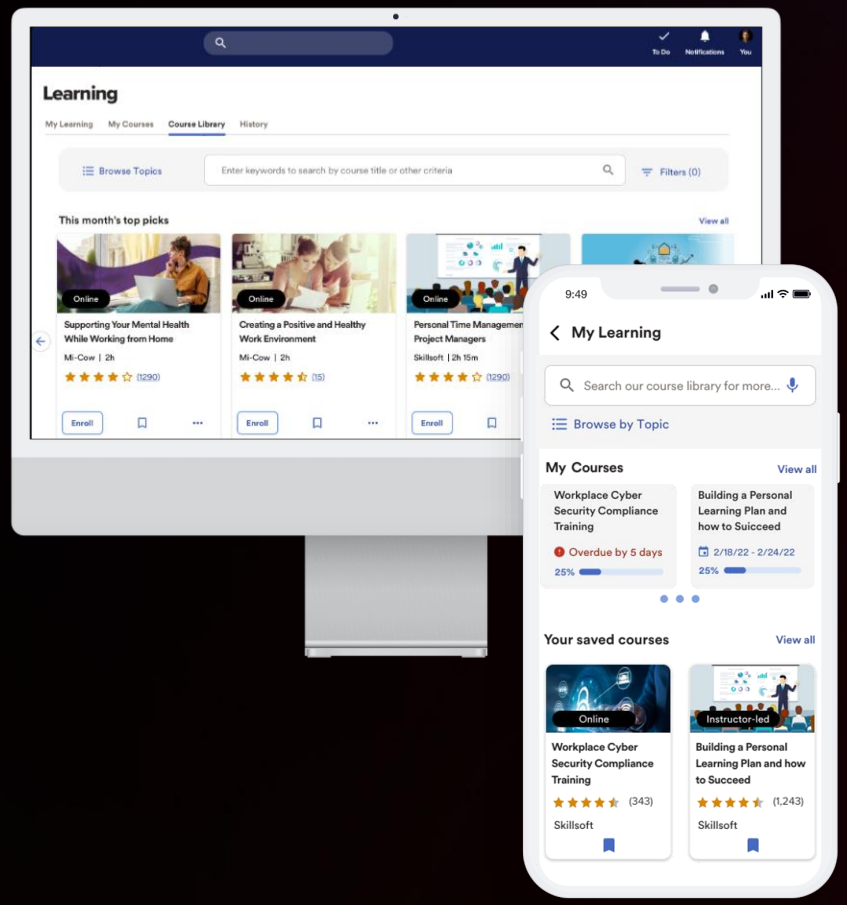
ADP Workforce Now Architecture



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Learning

Single learning platform for all market segments



Experience

Intuitive learner and administrator experiences

Personalized Content

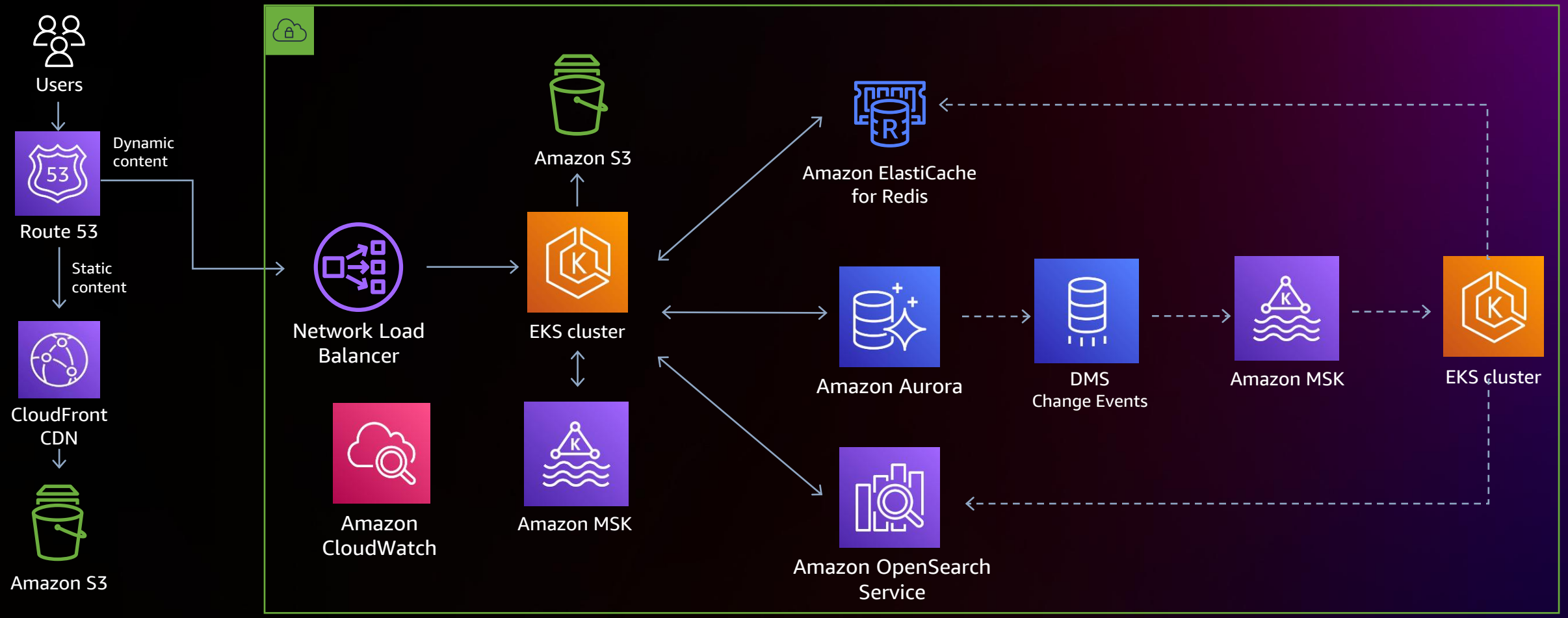
Curated for people based on needs for upskilling and career development

Integration with HCM

Connection to performance management and HR drives efficiencies and insights

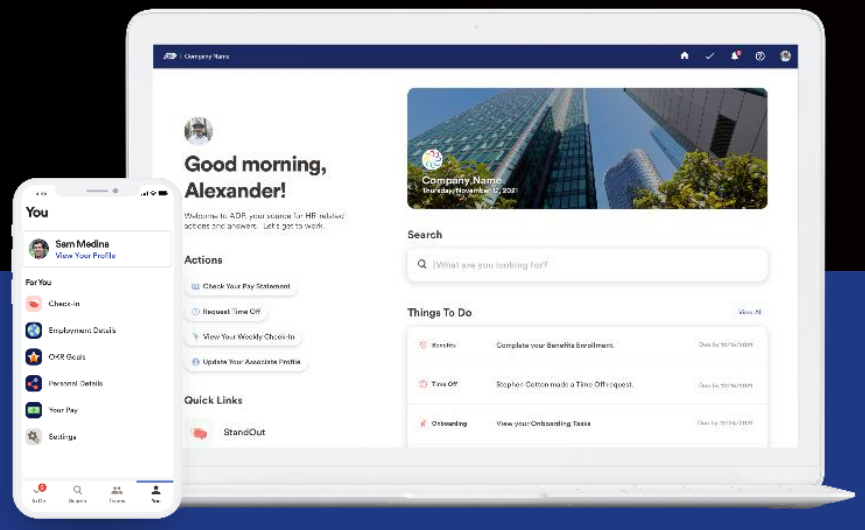
© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Learning



© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

ADP Next Gen HCM



Module Adoption

- *HR*
- *Payroll*
- *Benchmarking*
- *Workforce management*
- *Benefits*
- *Talent*

Industries

Industries
Retail Manufacturing
Logistics Education
Transportation
Healthcare
Agriculture

Largest client:

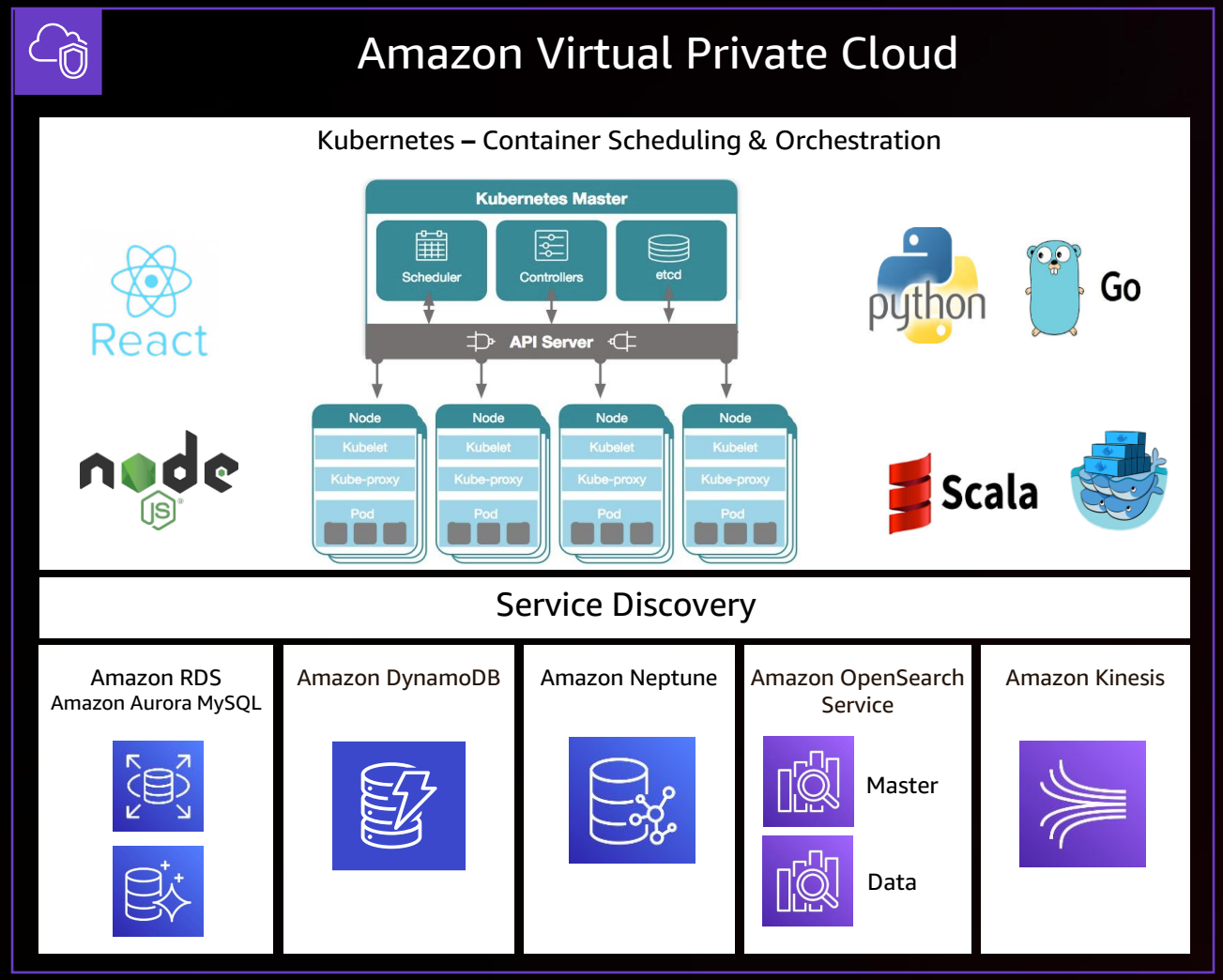
25,000

employees

9

countries with employees active

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.



Cloud-native architecture helps improve performance, global scalability, and operational efficiency

- **Zero downtime deployment:** Continuous Integration and Delivery (CI/CD) – Automated builds and deployments enable more frequent releases with no downtime
- **DevSecOps:** Integrated operations and development teams for increased development velocity, performance, and security
- **Containers:** Automated container management for greater system efficiency and on-demand scaling
- **Managed services:** Complex systems, like databases, fully managed by AWS to eliminate IT burden

OUT OF THE BOX

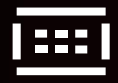
+ Data Privacy | + On Demand Global Scaling | + High Performance
+ Security/Compliance | + High Availability | + Integrated Mobile Exp

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Value of the AWS Relationship



Big data



Multiple products



Partnership of innovation

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.

Thank you!



Please complete the session survey in the **mobile app**

© 2022, Amazon Web Services, Inc. or its affiliates. All rights reserved.