

Vision

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ADP Major Accounts
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MISSION

To create and provide unparalleled workforce management solutions that enable our clients to be more successful.

VISION

To be the pre-eminent workforce management partner, providing integrated solutions and World Class Service to empower our clients to better manage their talent and drive their business.

VALUES

People

- *We attract, retain and develop the most talented people in our industry*
- *We uphold the highest standards of integrity*
- *We embrace change while valuing tradition*
- *We trust each other to execute at the highest possible level*

Passion

- *We relentlessly strive to exceed our clients' expectations at every level*
- *We treat every client interaction as a chance to create a first impression*

Performance

- *We have a performance-driven culture*
- *We constantly challenge ourselves to improve*
- *We encourage associates to take appropriate risks*

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BRING YOUR BEST

Mission *To create and provide unparalleled workforce management solutions that enable our clients to be more successful.*

Who we are:

Midwest Service Center

- 406 associates - \$280 million in revenue
- 5 locations: Cleveland, Columbus, Florence KY, Indianapolis IN, Elk Grove (Chicago) IL
- 210 Service associates with a retention rate of 92%
- Client Service Associate tenure average 8 years
- Client loyalty – average longevity of 11 + years and 89% retention



Vision *To be the pre-eminent workforce management partner, providing integrated solutions and World Class Service to empower our clients to better manager their talent and drive their business.*

Workforce Now – An integrated solution for mid-sized companies

Support for the full spectrum of workforce management, from HR & Benefits to payroll, tax and time & attendance.

- A single solution that eliminates financial & technical pain of multiple applications and points of accountability.
- Increased self-sufficiency for managers and employees with on-demand access to payroll data, attendance records, and routinely requested information.



BRING YOUR BEST

Values People – attract, retain, develop.
Uphold high standards of Integrity; Embrace change while valuing tradition; Trust others to execute at highest level.



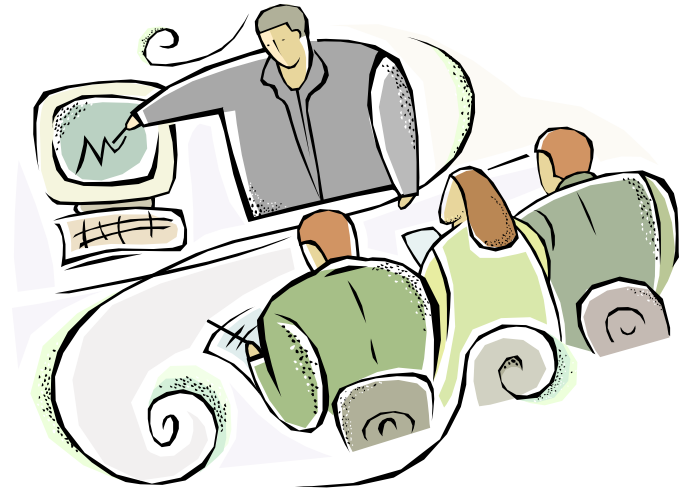
- Interview skills for managers
- Candidates meet with Senior level Representatives
- New Hire training
- Skill Based Pay Training
- Expert Performer/ Service Support Team/ LUMIN

Passion *We relentlessly strive to exceed our clients' expectations at every level; We treat every client interaction as a chance to create a first impression.*

Transition to Service

Over 160 days timeline:

- Welcome to service call
- 1st Input Support (post transition)
- Live New Client Webinar
- Temperature Check
- Attend Functional Breakout Common Questions Session
- Temperature Check
- Full Account Review & Temperature check

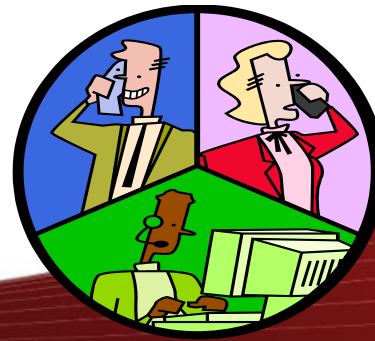


**BRING YOUR
BEST**

Passion *We relentlessly strive to exceed our clients' expectations at every level; We treat every client interaction as a chance to create a first impression. Cont'd*

Client Outreach:

- Account Managers assigned to key clients
- Manager Assigned Account Program
- Transaction surveys
- User Groups / APA Diamond Sponsor / Free on-going web-based and classroom training / ADP professional certifications for clients



BRING YOUR
BEST

Performance *We have a performance-driven culture, we constantly challenge ourselves to improve, we encourage associates to take appropriate risks.*



Call Center Service Model:

- 1st and 2nd tier service platform
- Daily “off hook” for task completion
- Skill assignment for knowledge levels
- Queues for specific products such as Benefit Accruals, Wage Garnishment, Tax items.
- Monthly rotation ensures proficiency and productivity
- Managers rotate quarterly as half the team members rotate

Focus for the Future

- It's all about the Client
- Make it easy to do business with us
 - Remove any obstacles
 - Avoid transfers
 - Avoid call backs
 - Anticipate issues

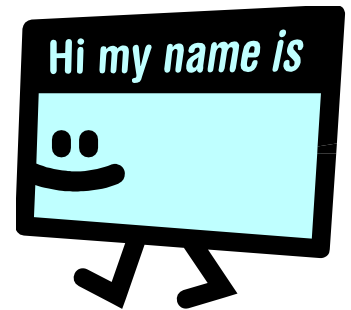


Accountability

- First Tier Resolution
 - Trained on it, you own it!
 - Use resources
- Ensure Case Notes are clear
 - Can someone move forward w/out having to call the client?
 - Did you provide value?



Personal Service



- Use the client's name
- Make sure the client knows who you are
- Acknowledge concern
- Make it fun – caterer, contests, philanthropy
- Recognize life events
- Don't hide behind email or voice mail
- Dedicated teams



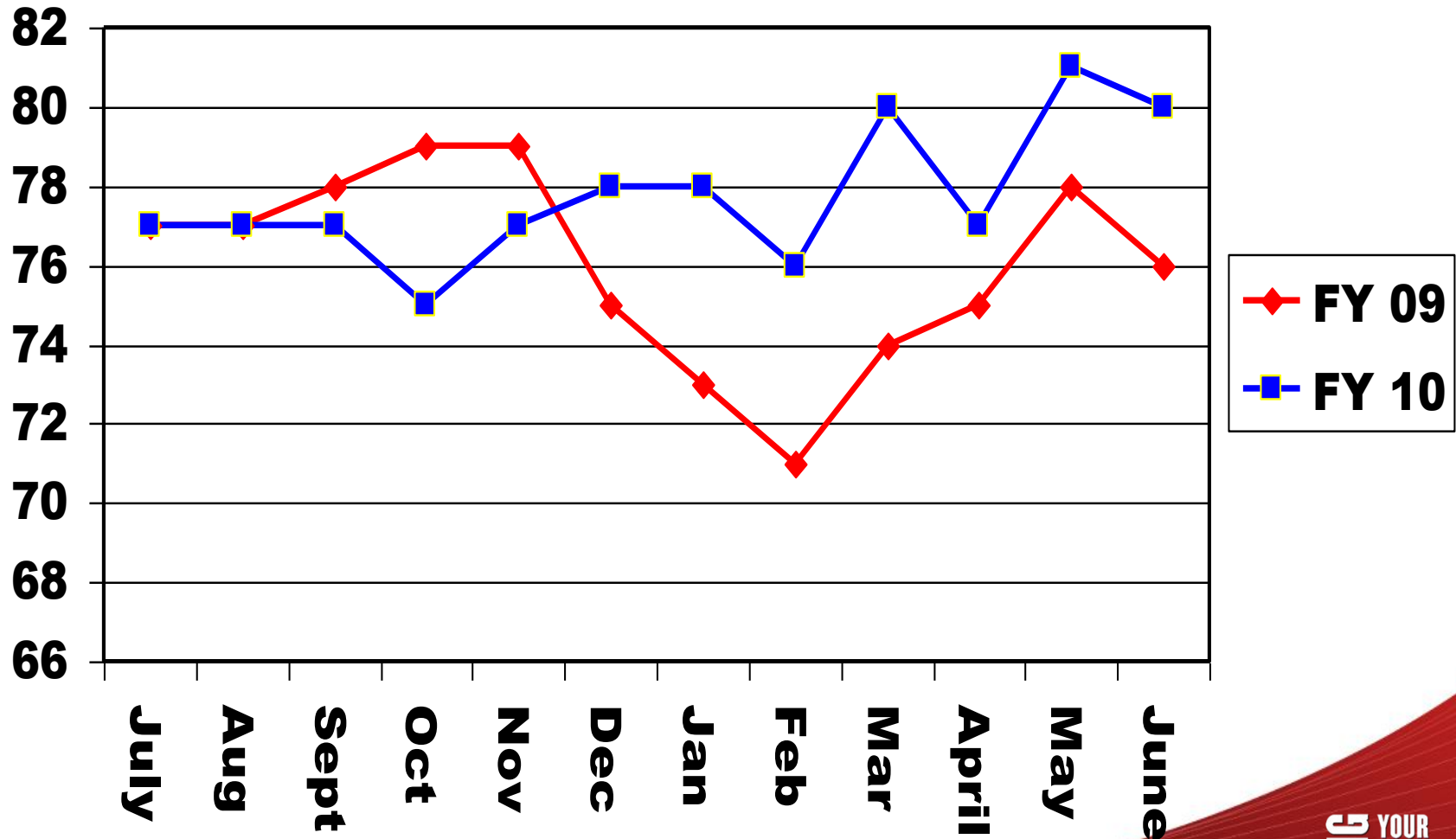
Quality

- Follow up to ensure success!
- Warm transfer every time
- Embrace multi product opportunities
- Focus on overall client experience

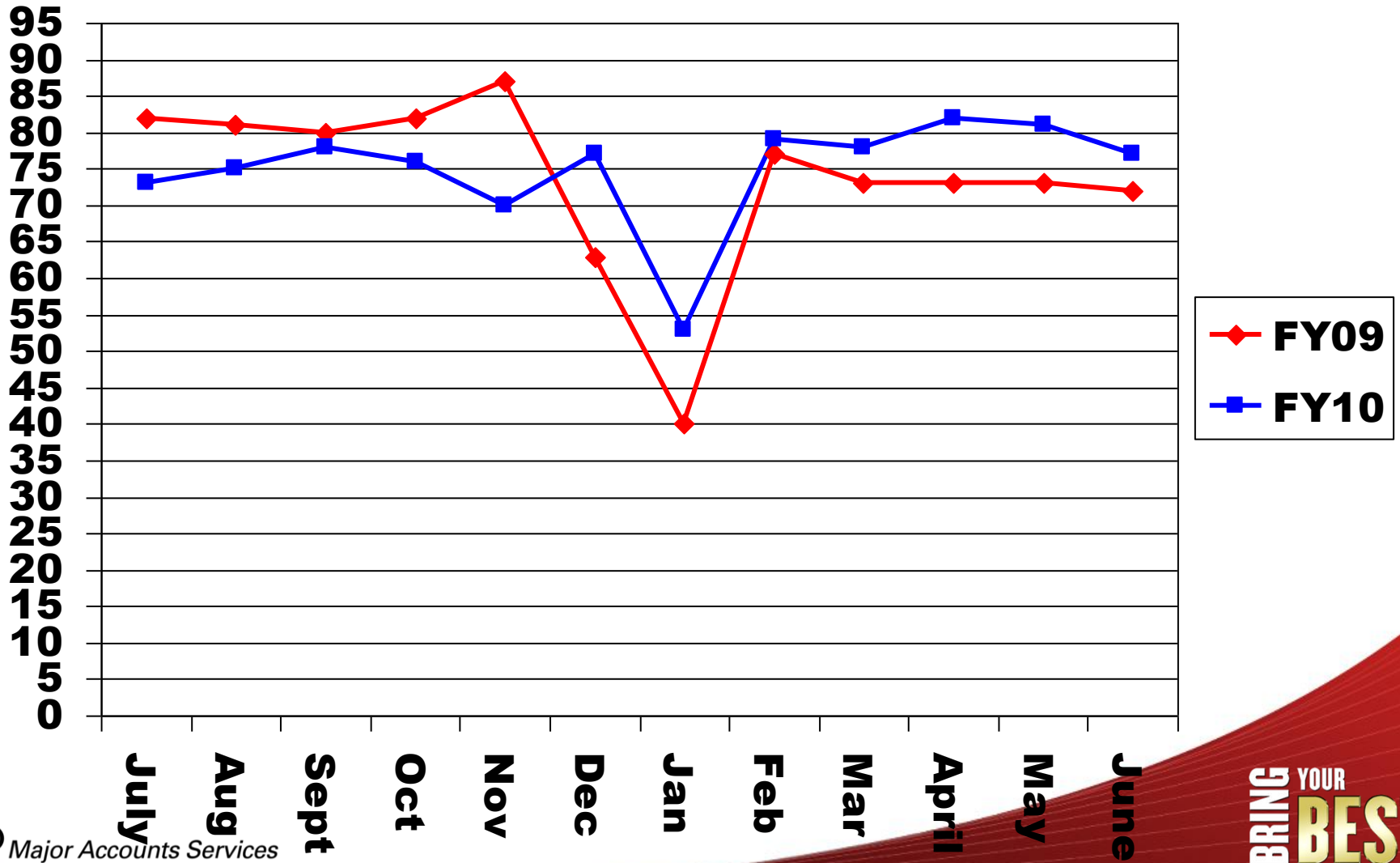


Quality Survey Results

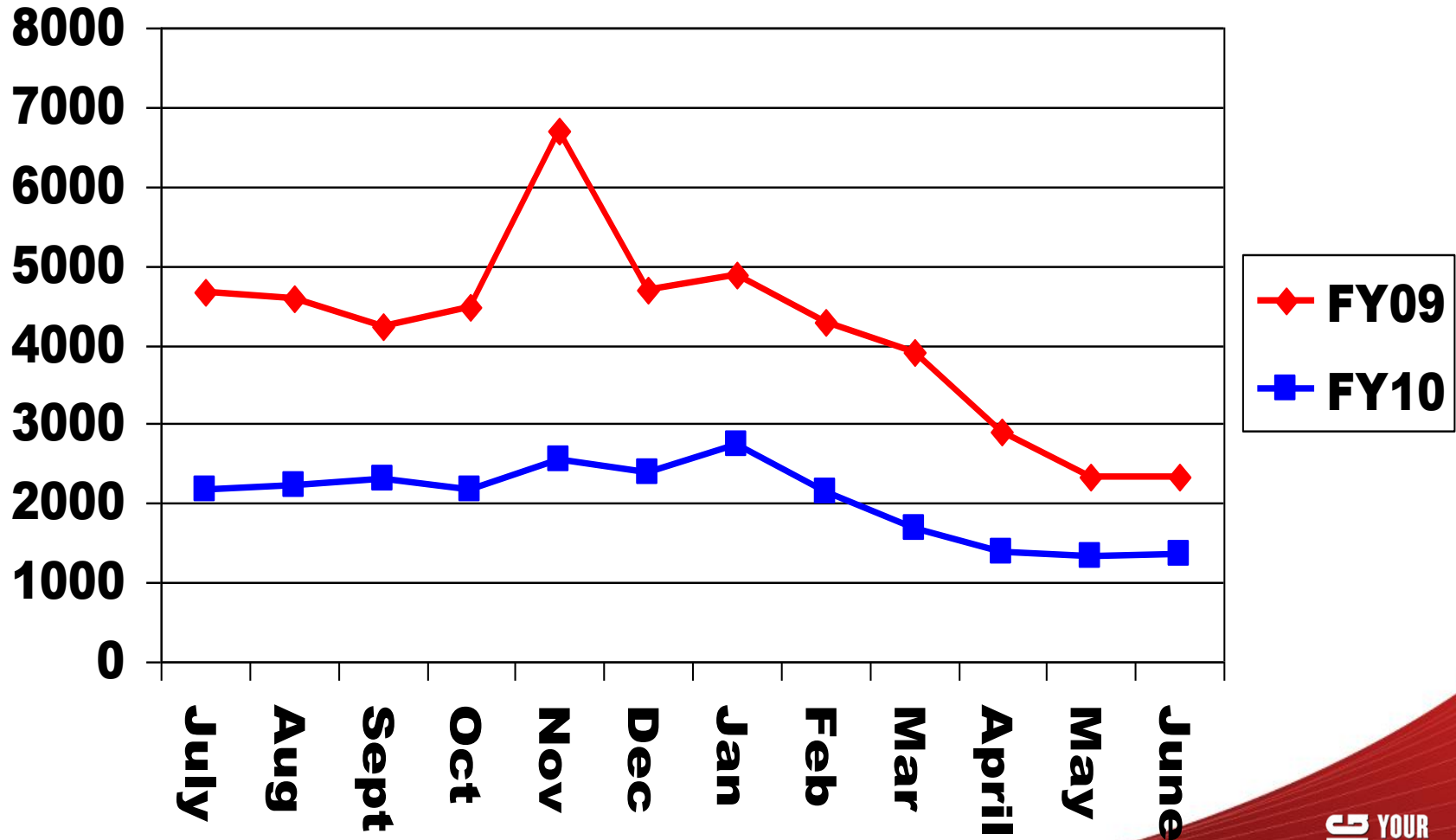
Service Questions 4 -8



Service Level



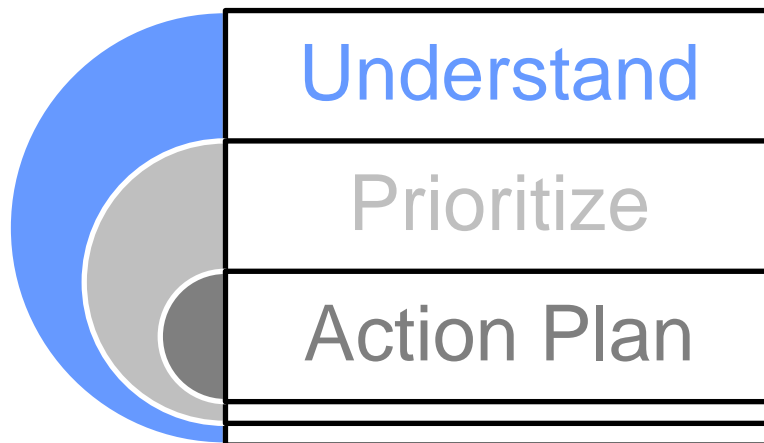
Open Cases



Engagement Survey

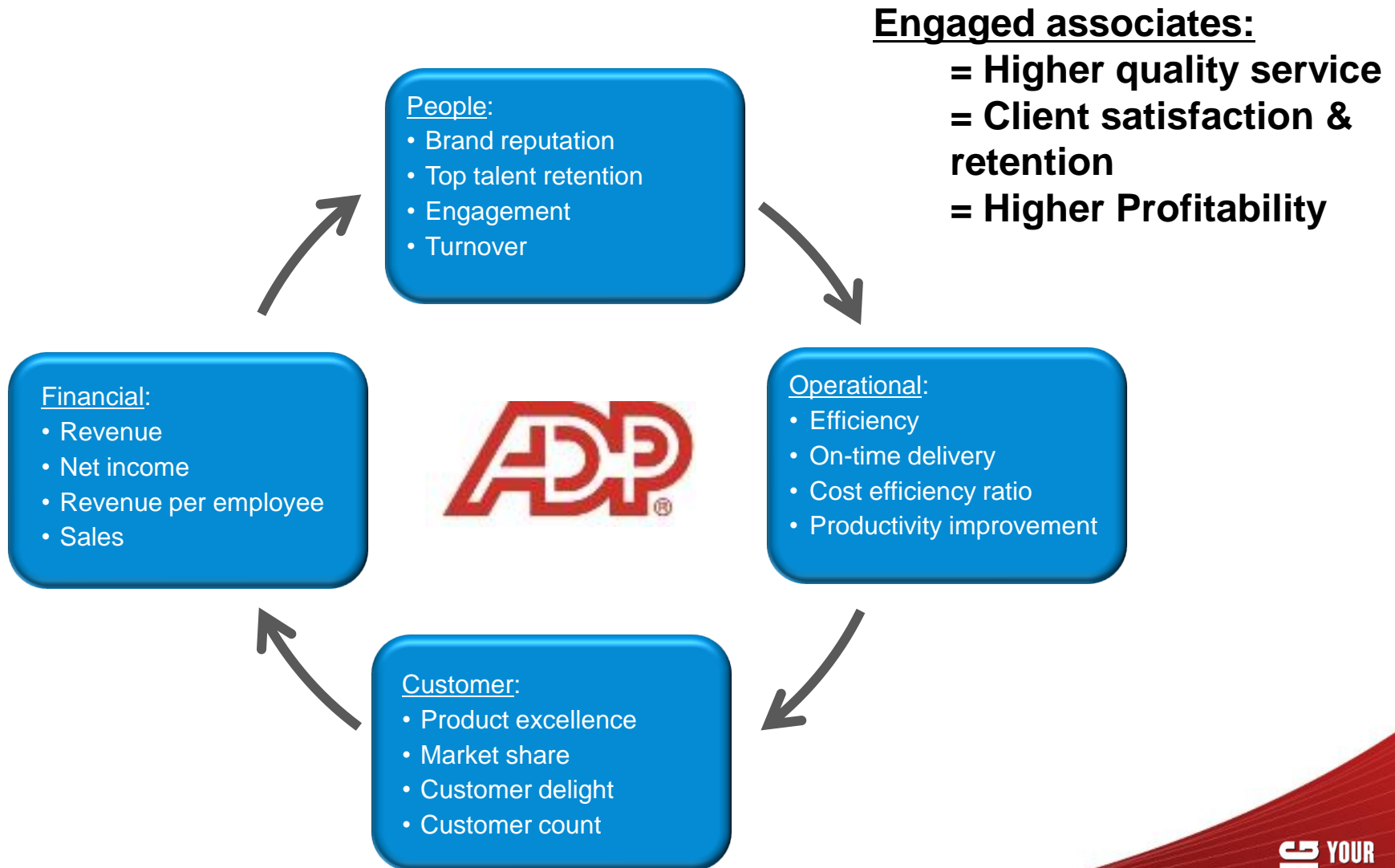
Objectives:

- To identify, measure & prioritize the issues that influence the company's associate engagement
- Focus our efforts & resources on those areas that have the greatest impact on business results



Driving Organizational Performance

The Service Profit Chain



Questions?

