

THE FORRESTER TOTAL ECONOMIC IMPACT™ OF ADP® LYRIC HCM



A summary of cost savings and business benefits, conducted by Forrester Consulting



ADP Lyric HCM is a flexible, intelligent, and human-centric full suite HCM platform that can adapt to complex enterprise structures, unique workflows, and the evolving needs of HR, Finance and IT.

To quantify its measurable business value, ADP commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study examining the financial gains, cost savings, productivity improvements and operational efficiencies achieved by enterprise organizations after implementing Lyric.

WITH ADP LYRIC HCM, INTERVIEWED ORGANIZATIONS EXPERIENCED



75+

reduction in payroll errors, leading to **\$7.5 million in savings**



\$1.2 million

saved by retiring outdated software



>65%

reduction in time spent on hiring



259%

Return on Investment (ROI) over three years



\$10.1 million

Net Present Value (NPV) calculated over three years

AI-ENABLED SUCCESSES

→ Streamlined recruiting

Cut hiring steps from **23 to 8** with AI-driven candidate filtering.

→ Manual work decrease

HR teams anticipate AI will eventually handle up to **60%** of routine inquiries to reduce HR admin load and allow leaders to focus on more strategic work.

WHAT CUSTOMERS ARE SAYING

"We were experiencing roughly 500 to 600 payroll adjustment requests every week in 2021. That number's down to 150 with Lyric."

— Senior HR leader, supply chain

"We retired a HRIS tool and a benchmarking service once we implemented Lyric and that has saved us over \$55,000 a year."

— VP of HR, waste management

"I saved \$1.8 million in the first couple of years simply as a result of Lyric's cost structure versus the cost structure of our legacy solution."

— Chief People Officer, healthcare firm

"During our high season we get 8,000 applications each week ... before Lyric we could not have handled that many applications."

— Director of HR Operations, retail organization



CONCLUSION

ADP Lyric HCM simplifies human capital management by enhancing productivity and reducing costs. This allows organizations to focus on strategic growth and operational efficiency. Ready the full study or experience the benefits of ADP Lyric HCM firsthand by using our ROI calculator [here](#).

1. The Total Economic Impact™ of ADP Lyric HCM is a study commissioned by ADP and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.
2. Forrester makes no assumptions as to the potential ROI that other organizations will receive, as results will vary for different organizations.
3. To better understand the benefits, costs, and risks associated with this investment, Forrester used four customer interviews to create a composite organization. The composite organization is \$600 million diversified company with 5,000 employees working in corporate, production, distribution and retail business units across North America.

This document is an abridged version of a case study conducted by Forrester Consulting and commissioned by ADP titled: The Total Economic Impact™ of ADP Lyric HCM.

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