

THE FORRESTER TOTAL ECONOMIC IMPACT™ OF ADP® LYRIC HCM

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.



Overview

Today's HCM teams and frontline managers are often constrained by manual, paper-based processes and fragmented solutions across payroll, time, benefits, and talent. This results in frequent payroll errors, distracted managers, and burned-out HCM teams. ADP Lyric HCM provides a flexible, intelligent, and human-centric platform that unifies payroll, HR, time, talent, benefits and analytics to streamline operations and improve outcomes.

Key findings



Cost savings

- **75–90% reduction in payroll errors** over time, translating to approximately **\$7.5 million in savings** (3-year, risk-adjusted present value).
- **\$1.2 million in savings** from retiring legacy software (3-year, risk-adjusted PV).



Streamlined onboarding

- Supported the seamless integration of **80–85 small business acquisitions** per year; one rollout onboarded **2,400 employees** across 66 locations in 22 states without external project services.



Enhanced productivity

- **>65% reduction in manager time spent on hiring**; managers' HR admin time reduced from ~4 to ~1 hour per week.
- **259% ROI** over three years, with a **\$10.1 million** Net Present Value (NPV) and **\$14.1 million in total benefits** (present value), and payback in under 6 months.



Beyond monetary savings

- Payroll adjustment requests **decreased from roughly 500–600 per week to ~150** at one organization; Lyric scaled to handle **~8,000 applications** weekly with no downtime at another.

Conclusion

Companies leveraging ADP Lyric HCM are driving meaningful returns through improved efficiency, lower operational costs, and smarter workforce management — all validated by Forrester Research. After implementing Lyric, organizations agreed that their HCM functions operated more smoothly and effectively, providing a vastly improved working environment for both employees and managers and resulting in higher employee satisfaction coupled with reduced organizational HCM costs.

TO READ THE FULL STUDY OR EXPLORE THE ADP LYRIC ROI CALCULATOR, VISIT adp.com/forrester-lyric-tei.

1. The Total Economic Impact™ of ADP Lyric 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.