

ADP Workforce Now®

IT MANAGEMENT, POWERED BY ELECTRIC

Smarter HR and IT, working as ONE



A solution for the converging HR-IT landscape

Organizations are facing a new reality: HR and IT can no longer operate in silos. The rise of hybrid and remote work has stretched IT teams thin while HR leaders are increasingly pulled into technology decisions — coordinating device provisioning, access management, and compliance alongside their people responsibilities.

The complexity of managing systems in today's environment can be overwhelming, driving inefficiency, risk and employee frustration. ADP Workforce Now IT Management, powered by Electric, embeds technology capabilities into HR management, uniting workforce management and IT into a seamless, people-first work experience.

ADP Workforce Now IT Management synchronizes IT workflows directly with the core HR events already managed in ADP Workforce Now. For example, when a new hire is entered in the system, it automatically triggers device provisioning, application access and security setup through Electric's AI-driven platform. A role change? The same data syncs apply, where updates to an employee's profile adjusts access levels and license assignments without manual intervention.

By anchoring IT actions to the authoritative HR system of record — ADP Workforce Now — organizations minimize duplication, reduce errors, and help ensure employees have the right tools and access at every stage of their career journey.

Why pay more, risk more and juggle more?

\$80-\$250

per user per month

Typical managed IT support costs for SMB and mid-market.¹

255

The number of SaaS systems the average mid-sized company runs, creating significant access, licensing and security overhead.²

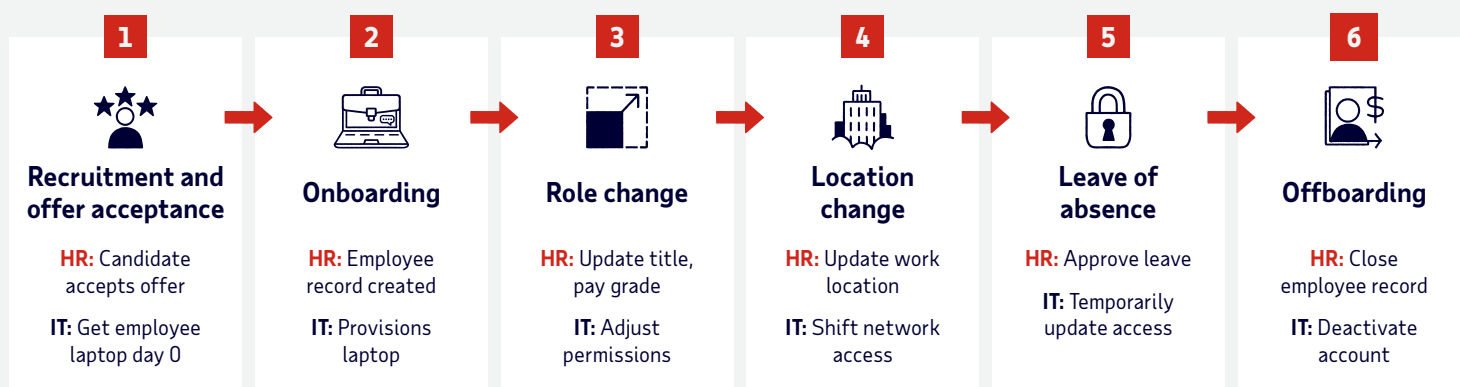
68%

IT tickets caused by the employee life cycle.³

\$4.88 million

The average cost of a global data breach.⁴

Supporting the employee career journey





A smarter way to manage people and technology in one connected workflow

Clients benefit from ADP's scale, reliability and compliance frameworks, while Electric brings innovation and best-in-class IT workflows. We optimize the experience by using AI that "thinks ahead" to resolve issues instantly, reduce IT friction and keep employees focused on their work. The result is a smoother, more productive workday and a stronger foundation for compliance.

A solution that is future ready

With ADP Workforce Now as the system of record, IT Management is designed to be future ready — helping organizations grow, adapt and innovate without ever needing to replace core systems. As clients expand, diversify and grow, the platform scales seamlessly, ensuring that new employees, workforce models, roles and locations can be supported.

Future ready also means never facing challenges alone. ADP and Electric bring together enterprise-grade compliance and data protection with high-touch, white-glove IT support, delivering live helpdesk coverage, remote device troubleshooting and broader device management expertise.

The result is a secure, scalable HR-IT foundation that equips organizations to thrive in a changing world of work.

IT Management tiers

Offering three tiers so organizations can choose the right fit and scale as their needs evolve:



Core (free)

Seamlessly buy hardware directly from Electric's storefront, ship to new hires and easily retrieve laptops when offboarding employees. Easily manage, store and reassign existing assets. Direct integration between ADP and Electric ensures safe and secure transfer of employee data.



Essentials

Manage tech licenses, access requests, provision SaaS apps and monitor the use of organizational assets. Address access and IT issues through a sophisticated, virtual AI-powered IT Advisor.



Pro

Includes all 'Essentials' features in addition to MDM (mobile device management) supporting hybrid, remote and onsite work environments where device oversight is more complex. Allows HR and IT teams to monitor, manage and secure employees' devices.

1. Kosh. <https://www.koshsolutions.com/post/the-average-cost-of-it-services-for-small-businesses>
2. IBM. Cost of a Data Breach Report 2025. <https://www.ibm.com/reports/data-breach>
3. The Total Economic Impact™ of Electric's Remote IT Services, a commissioned study conducted by Forrester Consulting on behalf of Electric, February 2021. Data analysis of study and findings by Electric
4. All Covered. <https://www.allcovered.com/blog/understanding-ibms-2024-cost-of-a-data-breach-report>

