



# I switched to ADP® from Paychex

Hear from these small businesses about their experience working with Paychex and what it's like now that they have switched to ADP.

**RUN Powered by ADP® was rated higher than Paychex in user satisfaction ratings\* by G2 reviewers in these top categories:**

- ✓ Ease of use
- ✓ Quality of support
- ✓ Ease of admin
- ✓ Ease of setup
- ✓ Compliance
- ✓ Web portal
- ✓ Reporting
- ✓ Performance and reliability
- ✓ Mobility
- ✓ Scalability
- ✓ Product direction



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for People®

## **"You couldn't pay me to go back to Paychex."**

For me, the back office is extremely important. Payroll, HR, and accounting have to run smoothly if I'm going to focus on my business. But when I started out, I was a Paychex client, which was a horrible experience. My background is in information systems, and the Paychex service was not user-friendly. I've got enough to do running my restaurant — I want to get into payroll and get out quickly. With Paychex, the whole process was daunting.

I was introduced to ADP, and once I had a chance to dig into the RUN Powered by ADP® application, it was night and day. They made the migration easy — I didn't have to do any leg work. Now, you couldn't pay me to go back to Paychex.

**—Maurice Kelly,**  
Owner, Matchbox Charlottesville

## **"We would never go back to Paychex."**

We would never go back to Paychex. We were a loyal customer with them for over 10+ years and the last 1.5 years was a nightmare. We expressed how we felt to different employees numerous times, but we were not heard.

The ability to submit tickets and receive a response in a timely manner has been amazing so far with ADP. I can also find reports quickly and do them on my own. Payroll processing is very effortless.

**—Melissa Ingerham,**  
VP of Operations, Design Concepts and Enterprises LLC

## **"RUN Powered by ADP® blows Paychex Flex out of the water."**

RUN Powered by ADP® blows Paychex Flex out of the water. The ease of using the app and the website is so much better! The details we can see in the payroll section are also improved. Probably the biggest improvement between the two is the customer service. We feel heard, understood, appreciated and cared for since switching to RUN Powered by ADP®.

**—Suzette Babcock,**  
Owner, Horizons Unlimited Early Learning Center

**"It was not as robust."**

With Paychex, it was a lot harder to get a solution when I needed flexibility to deal with a business opportunity. Whenever I called ADP, I would get an answer very quickly. With Paychex, it was not as robust. I was used to a certain level of service with ADP, and that was not what I got with Paychex. It was an easy decision to return to ADP, and they've taken great care of me ever since.

—**Kraig Torres,**  
Owner, Hop City Craft Beer and Wine

**"Customer service was never up to par with Paychex."**

Customer service was never up to par with Paychex. It felt like no one was familiar with my account, and one hand wasn't talking to the other. With ADP, the service I receive is excellent. Whenever I reach out for assistance, everyone is knowledgeable and helps me resolve any issues quickly.

—**Barbara Richardson,**  
Owner, Children of Life Academy

**"Paychex had an outdated system that was not user-friendly."**

Paychex had an outdated system that was not user-friendly. They did not let me run my own payroll or control how the payroll journal entries would feed over to my QuickBooks. They would miscalculate how much to pay in federal taxes every time, making our reports incorrect and then mischarging us. This caused several phone calls between us and a loss of trust. Since we are a small company, every penny counts, and with the distrust and the loss of money, we needed to make a switch. ADP's system functionality is what ultimately made us decide to switch to RUN Powered by ADP®. I liked that we had more control over what was happening to our payroll and the system features. RUN has helped me save time in running my payroll and not having to call support every time wondering where our taxes are going and why the amounts are off.

—**Samantha Bell,**  
Accountant, Distribution, Inc.

Whether you're looking to switch payroll providers or choosing one for the first time, you can join these happy clients — **and over 900,000 other small businesses across the country** — by choosing ADP for easy-to-use solutions and superior service and support.

To learn more about RUN Powered by ADP,  
visit [ADP.com](https://ADP.com)



\*User Satisfaction Rating data is scoped to the G2 payroll category from reviews collected as of January 21, 2025.  
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