

Executive Brief: The Forrester Total Economic Impact™ of ADP® API Central

Cost savings and business benefits enabled by API Central



Overview

As businesses increasingly digitize their HR operations, the challenge of managing multiple HR solutions and platforms arises. Organizations often struggle with disparate systems for talent, payroll, time and attendance, onboarding, and analytics, leading to data silos and inefficiencies. ADP API Central offers a solution by providing a centralized platform that allows seamless integration of these systems through a comprehensive set of application programming interfaces (APIs).

Objective of the study

Commissioned by ADP and conducted by Forrester Consulting, this study examines the potential return on investment (ROI) that enterprises can achieve by implementing **API Central**. The Total Economic Impact™ (TEI) methodology is utilized to evaluate the financial impact and communicate API Central's value proposition to clients.

What clients are saying

“ [With API Central], you've got time savings both from an HR and an IT perspective. You've got standardization of reporting, you've got speed of reporting, and a reduction of errors.”
—**CIO**, healthcare

“ As we deactivate and modify employees in the HR system, it keeps every other system up to date since it's our single source of truth on employee activity.”
—**VP of digital technology**, agriculture technology

“ It's easy to use, and easy to integrate with all our applications.”
—**IT manager**, education

“ The benefit of API Central [compared to other tools] is that you get a lot more information out that you can use for reporting. ... It also improved our data quality by almost 100%.”
—**VP of digital technology**, agriculture technology

Key findings

Quantified benefits

The study indicates that the composite organization — representing a typical business with **1,500 employees** and **\$400 million** in annual revenue — can realize significant cost savings and efficiencies by adopting API Central. Over three years, the quantified benefits include:

- IT time savings of 50% on integrating workforce management systems.
- Reduced errors through automated data transfer and synchronization.
- The ability to automate various HR processes, saving time and resources.

Financial metrics

- Return on Investment (ROI): **135%**
- Net Present Value (NPV): **\$141,000**
- Payback: **<6 months**

Improved efficiency

Post-implementation, organizations not only integrate more systems but also enhance their ability to automate processes related to payroll, benefits administration, onboarding, and offboarding. This transformation leads to substantial time savings, allowing teams to focus on strategic initiatives rather than managing data across disparate systems.

Conclusion

The introduction of ADP API Central empowers organizations to streamline their IT and HR processes, eliminate data silos, and make informed decisions driven by real-time insights. By leveraging API Central, businesses can not only enhance their operational efficiency but also achieve a compelling return on investment.

Read the full study and access the ROI calculator at www.adp.com/api-roi.

About ADP API Central

ADP API Central simplifies the way you connect your data across your entire ecosystem, from HR to business solutions. Developers can instantly access secure APIs, tools and resources to quickly and easily automate your business processes. [Learn more about ADP integrations.](#)

1. To better understand the benefits, costs, and risks associated with this investment, Forrester used five customer interviews to create a composite organization. The composite organization has 1,500 employees and \$400 million in annual revenue.
2. Forrester makes no assumptions as to the potential ROI that other organizations will receive, as results will vary for different organizations.
3. The Total Economic Impact™ of ADP API Central is a study commissioned by ADP and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.