



ADP LYRIC HCM TECHNICAL PRINCIPLES AND ARCHITECTURE

Architected for the new rhythms of work.





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EXECUTIVE SUMMARY — YOUR HCM MUST MOVE AT THE SPEED OF TRUST

ARCHITECTED FOR THE NEW RHYTHMS OF WORK

Human Capital Management (HCM) and work at large have entered a period of continuous change. Organizational structures are no longer static, work is increasingly global and distributed, and decision-making is expected to happen in real time. At the same time, advances in agentic and generative artificial intelligence (AI) are reshaping how users interact with systems — shifting from transactional workflows to intelligent, guided experiences embedded directly in the flow of work.

Traditional HCM platforms were not designed for this environment. Built on monolithic architectures and rigid data models, they often require organizations to conform to the system, rather than enabling the system to adapt to the organization. As enterprises scale, restructure, and integrate across regions, these limitations introduce friction, increase operational risk, and slow innovation.

ADP Lyric HCM represents a new approach, one built for adaptability, intelligence, and global scale. Designed as a cloud-native platform leveraging microservices, multi-model data architecture, and AI-enabled workflows, Lyric empowers organizations to continuously evolve without unnecessary disruption. Rather than separating system functionality from user experience, Lyric integrates data, workflows, and intelligence into a unified platform designed to support how work happens.



WHAT DEFINES MODERN HCM PLATFORMS TODAY

As organizations evaluate next-generation HCM solutions, five principles increasingly define long-term success:

1

DESIGNED TO FLEX

Modern enterprises require platforms that can adapt to changing organizational models, including mergers and acquisitions, restructures, and evolving workforce structures. Lyric's microservices-based and intentional data architecture enables system components and organization structures to scale, configure, and evolve without unnecessary costly disruptions or reimplementation.

2

BUILT ON TRUST

Data integrity is foundational to every HR, payroll, workforce management, and compliance process, and increasingly to AI-driven workflows and insights. Lyric employs a multi-model data architecture combining relational, graph, NoSQL, search, cache, and streaming technologies to support both transactional accuracy and dynamic relationship modeling.

3

ACCELERATED BY INTELLIGENCE

AI is most impactful when embedded directly into workflows, not bolted on with limited access or context. Lyric integrates AI capabilities through ADP Assist, enabling natural language interaction, contextual recommendations, and guided task execution within governed workflows.

4

SCALES GLOBALLY

Operating across regions requires more than basic localization. It demands an architecture that supports data residency, regulatory compliance, secure data exchange, and consistent user experiences across geographies.

5

DELIVERS MEASURABLE VALUE

Architecture decisions directly impact business outcomes. Through continuous delivery, resilient infrastructure, secure integration, trusted data, and intelligent automation, Lyric enables organizations to reduce friction and improve operational confidence.

INTRODUCTION: RETHINKING HCM FOR CONTINUOUS CHANGE

The way work is structured, distributed, and executed has fundamentally shifted, and the systems designed to support it have not kept pace. This is an architecture problem.

Traditional HCM platforms were built for a different operating model: stable, traditional organizational hierarchies; periodic change cycles; and regionally contained workforces. These systems are often based on monolithic architectures, rigid data models, and transactional workflows. They assume consistency, yet modern organizations operate with unpredictable variability.

WORK HAS CHANGED IN THREE FUNDAMENTAL WAYS

1. ORGANIZATIONAL STRUCTURES ARE FLUID

- Teams form and dissolve more dynamically.
- Employees operate across roles, functions, and geographies.
- Cross-functional matrix organizations are now standard, not exceptions.

Systems must adapt to structures that are constantly evolving.

2. WORK IS GLOBALLY DISTRIBUTED

- Operations span countries, regulatory environments, and time zones.
- Compliance and payroll requirements are regionally complex and continuously changing.

Systems must be ready to scale.

3. IT IS ALL HAPPENING IN REAL TIME

- Workforce, payroll, and HR decisions are no longer only batch-based.
- Intelligence is expected inside workflows, not outside of them.

Systems must support continuous decision-making, powered by trusted data and embedded intelligence.

This document explores how ADP Lyric HCM's intentional design and architecture align with these needs.

THE LEGACY GAP: The mismatch between legacy HCM systems and modern work has consequences: Increased operational friction, slower adaptation to organizational change, higher compliance and data risk, and continued reliance on manual processes.

ARCHITECTURE OVERVIEW

Architecture Overview: A Platform Designed to Flex

For enterprises operating in continuous change, flexibility is an architectural requirement. Lyric is designed around that premise: the platform supporting HR, payroll, talent, and workforce processes must be able to scale, evolve, and absorb change without forcing disruption back onto the business.

ADP Lyric HCM is architected as a cloud-native platform built on Amazon Web Services, where containerized services are orchestrated through Kubernetes and supported by managed cloud services designed for elasticity, resilience, and continuous delivery.

Cloud-Native – Built on AWS

Lyric is built on AWS as a cloud-native platform, using containerized services, orchestration, and managed cloud services rather than adapting a legacy application to run in hosted infrastructure. This foundation allows the platform to take advantage of elastic scaling, resilient runtime patterns, and continuous delivery practices that are native to modern cloud operations.

Microservices – Modular, Not Monolithic

Lyric's application architecture is composed of smaller, independently deployable services rather than one tightly coupled codebase. This microservice-based model allows individual capabilities to be updated, scaled, and restarted with more precision, and keeps changes contained to individual services rather than affecting the entire system.

Platform Controls – Shared by Design

Lyric includes a common platform layer that centralizes capabilities business applications should not have to solve on their own. Identity and access control, data handling, security protections, and global platform behaviors are embedded in shared services.

Data and Intelligence – Multi-Model Data, Applied AI

Lyric uses multiple data technologies by design, aligning each data model to the needs of the workload it supports. Relational systems maintain system-of-record integrity, while graph, NoSQL, search, cache, and streaming technologies enable more flexible relationships, faster retrieval, and real-time responsiveness.

Extensibility – Low-Code Development

Adaptability in Lyric is not limited to infrastructure; it also extends to how business capabilities are built. The platform supports low-code development, allowing teams to build and extend modular mini apps and workflows with less reliance on traditional custom engineering.

Orchestration – APIs, Events, and Workflows

Lyric's services coordinate through APIs, event-driven interactions, and integration patterns that can support both real-time and scheduled data exchange. This allows systems to share data programmatically, respond to changes as they occur, and support high-volume processing where needed.

DATA ARCHITECTURE: BUILT ON TRUST AND INTEGRITY

Data is the foundation of every HCM decision, payroll calculation, workforce workflow, compliance process, integration, and AI-enabled experience. In Lyric, data architecture is not treated as a back-office technical concern; it is a core platform capability designed to support accuracy, adaptability, governance, and trust at enterprise scale.

Lyric uses a multi-model data architecture that aligns different data technologies to the specific workloads they are best suited to support. Relational data stores maintain system-of-record integrity for core HCM and payroll data, while graph, NoSQL, search, cache, and streaming technologies support dynamic relationship modeling, flexible retrieval, real-time responsiveness, and high-volume processing

Multi-Model Data Architecture

Traditional HCM platforms often rely heavily on rigid relational data models designed around static hierarchies. That approach can work for basic employee records and top-down reporting lines, but it is less effective at representing the way modern organizations actually operate. Lyric is designed to support this complexity through a purpose-built, multi-model data architecture. Relational databases provide the system-of-record foundation for authoritative workforce, HR, payroll, and configuration data. Graph database capabilities help represent and traverse dynamic relationships across people, teams, roles, functions, and criteria-based populations. NoSQL and key-value data stores support flexible, high-scale access patterns and configuration-oriented workloads. Search technologies support fast discovery and retrieval of relevant information. Streaming and event-driven technologies support timely data movement across workflows, integrations, and platform services.

Metadata-Driven Flexibility

Adaptability in Lyric extends beyond infrastructure and application services into the data layer itself. Lyric's platform approach uses metadata-driven configuration to help support evolving business structures, localized requirements, workflow variations, security models, and organizational changes without requiring the underlying system to be redesigned each time the business changes. By separating configuration and business context from hard-coded application logic, Lyric enables a more adaptable operating model.

System-of-Record Integrity

For HCM, accuracy is not optional. Workforce data drives payroll, tax, benefits, workforce management, compliance reporting, talent processes, integrations, analytics, and employee-facing experiences. A change to a job code, pay rate, organizational relationship, time record, benefits eligibility field, or worker status can have downstream impact across multiple processes and systems. Lyric's data architecture maintains system-of-record integrity while enabling flexible use of data across the broader platform.

Client Data Segregation and Trust Boundaries

For enterprise HCM, trust begins with clear boundaries around client data. Lyric is designed to segregate client data through dedicated logical databases and tenant boundaries, helping ensure that data access is controlled and isolated within the appropriate client context. Requests are validated through cryptographic verification and token-based identity controls before client data access is permitted.

Sensitive Data Protection

HCM platforms manage personal identity, compensation, tax, benefits, banking, time, and workforce data. Lyric's data architecture is designed to protect sensitive data throughout its lifecycle, including when data is stored, retrieved, queried, integrated, audited, and used by platform services. Sensitive fields can be protected through encryption, tokenization patterns, restricted access, and separation of key material from direct database access.

Auditability and Data History

Trust in HCM data depends not only on knowing what the current value is, but also understanding how that value changed over time. Lyric supports auditability through change tracking and historical visibility into data updates, helping organizations understand what changed, when it changed, and how the change was introduced. Effective-dated and version-aware data patterns support future-dated hires, reorganizations, compensation changes, policy updates, and regional workforce changes.

Governance, Privacy, and Compliance by Design

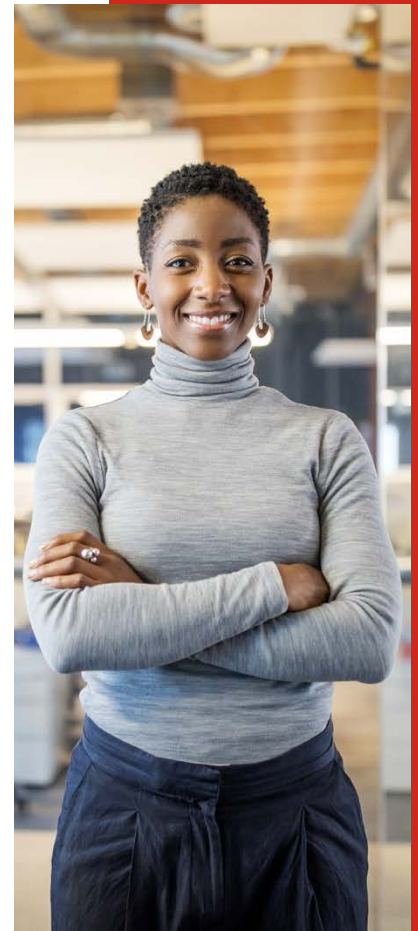
Lyric's data architecture is designed to support secure and compliant handling of workforce data across storage, access, movement, and use. Governance extends to how data moves across payroll, benefits, identity, finance, analytics, workforce management, and third-party HR applications. ADP can support multiple integration patterns, including API-based integrations for real-time and event-driven exchange, as well as secure file-based exchange for scheduled or high-volume data movement.

Trusted Data as the Foundation for AI

AI is only as reliable as the data it can safely and accurately use. In Lyric, data architecture provides the foundation for AI-enabled experiences by grounding recommendations, insights, and actions in governed enterprise data. Relational data supports accuracy for core records. Graph data helps represent workforce relationships and organizational context. Search and retrieval capabilities help surface relevant information. Access controls help ensure AI-enabled experiences operate within appropriate permissions.

Data Architecture That Reduces Risk and Enables Change

The goal of Lyric's data architecture is not simply to store information. It is to help organizations trust, govern, move, interpret, and act on workforce data as their business changes. By combining multi-model data technologies, metadata-driven flexibility, system-of-record integrity, client data segregation, sensitive data protections, auditability, secure integration patterns, and governance by design, Lyric helps reduce the risks commonly associated with enterprise HCM data: inaccurate records, disconnected systems, rigid schemas, inconsistent reporting, compliance exposure, and AI outputs that lack appropriate context.

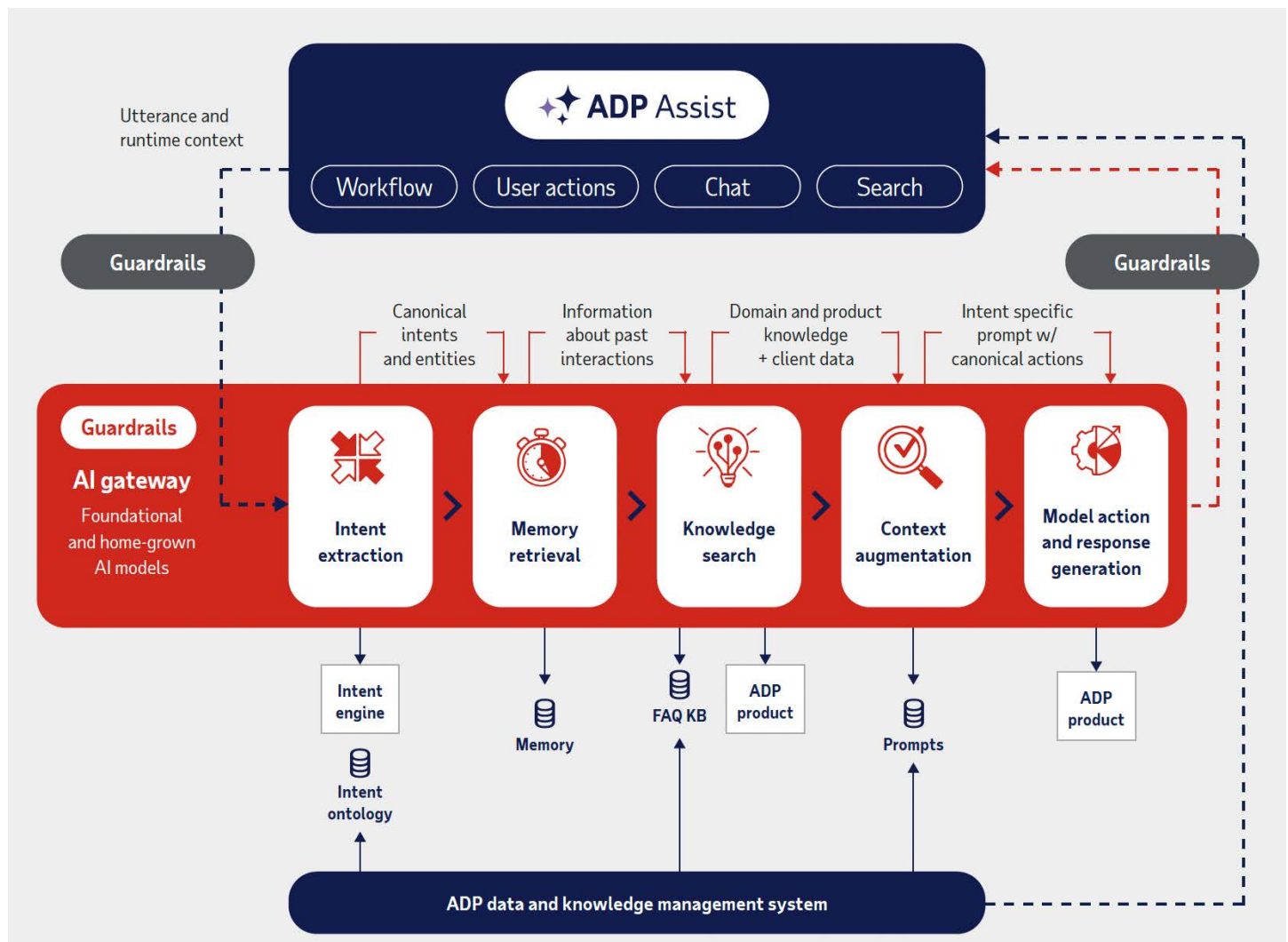


AI ARCHITECTURE: ACCELERATED BY INTELLIGENCE

Artificial intelligence in HCM is often introduced as a separate component, such as a chatbot, analytics tool, or isolated feature. In Lyric, intelligence has been built into the platform architecture. AI capabilities and agents are embedded directly into workflows and supported by an orchestration layer that connects models, enterprise data, and system actions.

ADP Assist Technical Architecture Overview

ADP Assist is an AI-powered assistant designed to deliver an intelligent experience across ADP products, providing personalized support to employees, managers, and practitioners. By processing natural language inputs, ADP Assist interprets user intent, contextualizes the request using domain knowledge, process knowledge, and client-specific data and configuration, and then formulates guided interactions or system-level actions through APIs.



Agentic Architecture and Governance

At the core of Lyric's AI architecture is an agentic orchestrator implemented through ADP Assist. Purpose-built agents can collaborate and act across workflows within defined guardrails. These agents operate within an orchestration layer that connects user intent, system context, and enterprise capabilities.

Intelligence Embedded into the Experience

Users interact with the platform through a unified, natural language experience — entering a question or describing an intended outcome — rather than navigating only menus or predefined workflows. ADP Assist interprets that input, retrieves relevant context, and either surfaces appropriate information or recommends and initiates the next action.

Grounded in Trusted Enterprise Data

AI-enabled experiences in Lyric are grounded in trusted, governed enterprise data and workflow context rather than disconnected information sources. This is critical because HCM actions and insights may affect pay, compliance, workforce decisions, and employee trust.

Secure, Governed, and Responsible by Design

Because AI operates on sensitive workforce data, Lyric incorporates governance, security, responsible AI controls, monitoring, auditability, and human oversight directly into the architecture. AI-enabled actions are routed through governed workflows and APIs rather than through unrestricted system access.

INTEGRATION AND ECOSYSTEM: AN OPEN PLATFORM BY DESIGN

For modern enterprise organizations, the ability to exchange consistent and timely data across the HR and business ecosystem is a strategic imperative. HR, payroll, benefits, finance, identity, analytics, workforce management, talent, and employee experience systems all depend on accurate data moving securely between platforms. When that data is fragmented, delayed, duplicated, or manually synchronized, organizations face higher administrative burden, increased risk of errors, weaker reporting, and reduced confidence in workforce decisions.

Lyric is designed to operate within this reality. Rather than assuming every organization will standardize on a single application ecosystem, Lyric supports an open integration model that allows organizations to connect the systems they already use, adopt new capabilities over time, and share data across HR and business workflows with greater control.

Flexible Integration Options Aligned to Use Case

Lyric supports multiple integration approaches so organizations can select the right method based on business requirement, system capability, data volume, timing need, and operational complexity. API-based integrations enable programmatic data exchange and are well suited for real-time or near-real-time use cases. Event-driven integration patterns allow connected systems to react when relevant changes occur. File-based integrations remain important for high-volume, recurring, or legacy-system data flows such as benefits carrier connections, retirement plan feeds, general ledger files, payroll imports, and other established HR and payroll processes.

API Central – Robust Support for Custom Development

For organizations that need to build custom integrations, ADP API Central provides a self-service portal that gives developers access to ADP APIs, documentation, credentials, project templates, code samples, tools, and support resources in one place. Integrations are typically built using RESTful APIs, JSON, OAuth, and token-based patterns, with middleware or an integration platform responsible for mapping, transformation, orchestration, and error handling between systems.

ADP Marketplace – An Extended Integration Ecosystem

Lyric's integration model extends beyond custom development through ADP Marketplace, which provides access to a broad ecosystem of pre-built solutions and data connectors. Through Marketplace, organizations can connect Lyric with third-party HR and business applications across categories such as learning management, applicant tracking, identity management, employee communications, recognition, earned wage access, benefits, finance, and analytics.

Integration Partners and Specialized Connectivity

In addition to ADP-built and Marketplace-enabled integrations, organizations may choose to work with integration service partners where specialized connectivity, middleware expertise, or managed integration services are required. Partners such as Aquera, DataBlend, and Flexspring provide integration capabilities for common enterprise scenarios, including identity provisioning, finance and accounting workflows, applicant tracking, ERP connectivity, and employee lifecycle automation.

Integration Visibility and Operational Confidence

Successful integration is not only about moving data; it is also about knowing whether data moved successfully, identifying issues quickly, and giving teams the visibility needed to resolve problems before they affect business processes. Lyric's integration approach includes improved visibility, troubleshooting, proactive monitoring, and dashboard capabilities that help organizations understand integration status, trends, errors, and upcoming runs.

Security, Governance, and Third-Party Trust

Because integrations extend HCM data beyond the core system, security and governance are central to Lyric's ecosystem strategy. API-based integrations use controlled access patterns, developer credentials, secure authentication, and documented methods for exchanging data between systems. File-based integrations use secure transfer approaches such as SFTP for scheduled or high-volume data movement. Marketplace and partner-enabled integrations provide access to broader capabilities while helping organizations avoid unmanaged one-off connections.

An Ecosystem Built for Continuous Change

As organizations add new systems, retire legacy applications, expand globally, acquire companies, introduce new workforce processes, or adopt emerging AI and analytics capabilities, integration requirements will continue to evolve. By supporting API-based integration, event-driven exchange, secure file transfer, pre-built Marketplace connectors, custom development through API Central, and partner-enabled services, Lyric allows workforce data to move securely, accurately, and efficiently across the enterprise.

CONTINUOUS DELIVERY AND CONTROLLED CHANGE

While “move fast and break things” may be an accepted mantra in some areas of technology, enterprise HCM requires a different standard. HR, payroll, workforce management, benefits, compliance, and employee-facing processes are too critical to be disrupted by uncontrolled change. Lyric is engineered to evolve continuously while helping protect the stability, security, and trust that enterprise organizations require.

Continuous Delivery Methodology

Lyric uses automated Continuous Integration / Continuous Deployment practices to support smaller, more manageable changes rather than infrequent, large-scale platform upgrades. This approach is enabled by Lyric’s microservices-based architecture, where capabilities can be developed, tested, deployed, and scaled more independently than in a monolithic application environment. Major releases are used for broader platform or functional enhancements, while minor releases support smaller, non-breaking changes, defect resolution, and incremental improvements.

Security Integrated into the Lifecycle

Security is embedded into Lyric’s delivery process rather than treated as a final checkpoint. Before releases enter production environments, code and configuration changes move through controlled validation stages that include functional testing, performance testing, security review, threat modeling, vulnerability scanning, and other non-functional checks. Runtime security monitoring complements these earlier controls by continuing to evaluate platform behavior after deployment.

Test Environments and User Acceptance Readiness

Controlled change requires more than automated deployment. It also requires the ability to validate configurations, integrations, workflows, security roles, and data exchange patterns before changes affect production operations. Lyric supports this through a structured non-production validation model that includes internal ADP environments as well as client-facing environments used for training, validation, and user acceptance. Major release changes are first applied to the training instance, giving clients time to review, test, and validate release behavior before promotion to live production.

Infrastructure as Code and Configuration Control

Lyric’s cloud-native operating model is supported by infrastructure automation and configuration management practices designed to reduce manual change and improve consistency across environments. Infrastructure changes are managed through defined automation patterns rather than direct manual modification of production resources. Infrastructure as Code practices support versioning, validation, testing in lower environments, and deployment through controlled release windows.

Cloud-Native Operations and Rollback Readiness

Lyric’s cloud-native operating model is designed to make change easier to introduce and, where necessary, easier to control. Blue/green deployment is a release pattern in which a new platform version is deployed alongside the current production version, rather than replacing it in place. Once the new version is validated, traffic can be shifted to the new environment. If a significant issue is identified, traffic can be redirected back to the prior stable version. This approach supports rollback readiness and helps reduce release risk for critical HCM processes such as payroll, workforce management, HR operations, integrations, and employee-facing workflows.

Change Without Disruption

Continuous delivery is not only a technology practice; it is a business capability. Lyric's approach to controlled change helps organizations avoid the traditional tradeoff between innovation and stability. By combining microservices, CI/CD automation, DevSecOps practices, infrastructure automation, non-production validation, UAT readiness, and rollback controls, Lyric is designed to keep the platform current while helping protect the continuity of critical HCM operations.

AVAILABILITY, RESILIENCE AND PERFORMANCE

Intentional cloud architecture decisions ensure that Lyric is highly scalable and available for your organization anytime, anywhere, and especially in times of increased demand. The resilience and reliability of an HCM platform is not simply measured by system uptime; it is measured by the continuity of critical business processes such as HR, payroll, workforce management, talent, compliance, integrations, and employee-facing workflows.

Resilient Cloud Topology

Lyric's cloud topology is built for high availability and performance. The platform is designed to operate across distributed AWS infrastructure, using cloud-native deployment patterns that support workload balancing, redundancy, and regional placement. Services are deployed through a containerized, microservices-based model, allowing business capabilities to run in modular units rather than one tightly coupled application stack. This architecture helps reduce the blast radius of operational issues because individual services can be monitored, scaled, restarted, or updated with greater precision.

Elastic Scaling and Fault Isolation

Because Lyric is built to take advantage of containerization and microservices, the platform can scale in line with business demand. Rather than forcing the full system to expand as one unit, individual services can scale more selectively based on workload. Lyric handles peak loads by scaling services selectively based on demand, which is especially important during high-volume HCM events such as payroll processing, open enrollment, year-end activity, workforce planning cycles, and large organizational changes.

Managed Cloud Services and Operational Focus

Lyric's architecture takes advantage of AWS managed services to reduce the operational burden associated with core infrastructure management. Managed services support a more resilient architecture because cloud providers maintain critical underlying infrastructure components while ADP focuses on platform operations, application security, data protection, client segregation, monitoring, and release management.

Monitoring, Observability, and Performance Insight

Continuous monitoring across Lyric's infrastructure helps ensure that operational visibility is not merely reactive. Lyric's cloud-native and microservices-based model allows platform teams to monitor service behavior, runtime performance, availability, system health, integration status, errors, and operational trends. Monitoring and observability are especially important because Lyric supports business processes that depend on timely and accurate execution.

Resilience Testing and Operational Readiness

Resilience must be validated, not assumed. Lyric's delivery and operations model includes testing practices that evaluate not only whether functionality works, but whether the platform can continue operating under adverse or changing conditions. Functional testing, non-functional testing, performance testing, security validation, release-stage validation, and resilience-oriented testing all contribute to operational readiness before changes reach production.

Performance at Enterprise Scale

Performance in HCM is not only about page-load speed. It is about the ability to process high-volume transactions, retrieve relevant workforce data quickly, support real-time or near-real-time workflows, scale during peak demand, and maintain consistency across global operations. Lyric's architecture supports this through microservices, managed cloud services, multi-model data technologies, search capabilities, and event-driven patterns.

Resilience as a Business Capability

Availability, resilience, and performance are more than platform characteristics; they are business capabilities. When HCM systems are slow, unavailable, or inconsistent, the impact is felt across payroll, HR operations, compliance, employee experience, finance, workforce planning, and executive decision-making. Lyric's cloud-native architecture is designed to reduce that risk through distributed cloud infrastructure, containerized microservices, managed services, elastic scaling, fault isolation, monitoring, resilience testing, and controlled deployment practices.

SECURITY AND PRIVACY ARCHITECTURE

ADP moves at the speed of trust. HCM systems manage some of the most sensitive data in the enterprise, including personal identity, compensation, tax, banking, benefits, time, employment, and workforce information. Trust therefore has to extend well beyond login credentials and data encryption. It must be embedded into how identity is managed, how access is controlled, how data is protected, how integrations are governed, how AI operates, and how the platform is monitored throughout its lifecycle.

Identity and Access Control

Lyric's identity and access architecture is designed to support the complexity of enterprise organizations without sacrificing control. The platform supports federated single sign-on and enterprise identity integration, while also providing multifactor authentication and step-up authentication for higher-risk or sensitive actions. Access control extends beyond the point of login through persona-based and role-aware controls that determine what users can see and do once inside the system.

Step-Up Authentication for Sensitive Actions

Certain HCM actions carry higher risk because they can directly affect employee pay, tax elections, bank information, payroll processing, or large-scale workforce changes. Lyric supports step-up authentication for sensitive flows, requiring an additional verification step before the action can be completed. Examples may include direct deposit changes, tax setup, I-9-related activity, payroll commit actions, and bulk compensation adjustments.

Data Protection and Privacy by Design

Lyric is built to protect sensitive workforce data throughout its lifecycle. Core protections such as encryption in transit and at rest are part of the platform foundation, while additional safeguards are applied to sensitive and personally identifiable data. Sensitive personal data can be protected with additional controls, including field-level protections, tokenization patterns, and restricted access mechanisms.

Client Data Segregation and Tenant Isolation

Because Lyric supports enterprise HCM data for multiple clients, tenant isolation is a foundational security principle. Client data is segregated through logical boundaries designed to ensure that each client's data is accessed only within the appropriate client context. Requests are validated using trusted identity and token-based controls before client data access is permitted.

Auditability and Change Tracking

Security and privacy also require visibility into what changed, when it changed, and how the change occurred. Lyric supports auditability through change tracking and historical visibility into data updates. This is important for investigation, reconciliation, governance, and compliance, especially when changes affect payroll, compensation, employment status, direct deposit, tax setup, or access-related information.

Secure Integration and Ecosystem Governance

Security in Lyric extends beyond the core platform to the broader HR and business ecosystem. HR data frequently moves between HCM, payroll, benefits, finance, identity, analytics, workforce management, and third-party HR systems. ADP supports secure integration approaches, including API-based integrations for programmatic and event-driven exchange, as well as secure file transfer for scheduled or high-volume data movement.

Threat Monitoring and Runtime Protection

Lyric's security posture is supported by both development-time and runtime controls. Security is integrated into the software development lifecycle through testing, code review, threat modeling, vulnerability scanning, and validation before production deployment. Runtime security monitoring complements these controls by continuing to assess platform behavior after release.

Secure and Responsible AI Enablement

AI-enabled experiences in Lyric are governed by the same security, privacy, and access controls that protect the rest of the platform. ADP Assist and related AI capabilities operate within defined identity, permission, data access, and workflow boundaries, helping ensure that users and AI agents can only retrieve, summarize, recommend, or act on information they are authorized to use. Guardrails constrain what AI can access, recommend, and execute; sensitive data protections such as redaction, anonymization, tokenization, encryption, and restricted access help reduce unnecessary exposure of personal and workforce data; and human-in-the-loop review or escalation can be applied for higher-risk workflows.

Trust as an Architectural Principle

In Lyric, trust is not a single feature. It is an architectural principle that spans identity, access, data protection, tenant isolation, auditability, integration security, monitoring, compliance, and AI governance. This enables the platform to evolve, integrate, automate, and apply intelligence while continuing to move at the speed of trust.

GLOBAL SCALE AND LOCALIZATION

Global HCM requires more than supporting multiple countries or translating user experiences. Enterprise organizations operating across regions need a platform that can support global workforce visibility, local payroll execution, regional compliance obligations, secure cross-border data handling, data residency considerations, and the ability to adapt as laws, markets, and workforce models change.

Lyric is designed to support this level of global complexity by combining a modern HCM platform foundation with ADP's global payroll, compliance, security, and privacy capabilities

Built for Distributed Global Operations

Modern enterprises operate across countries, time zones, legal entities, workforce types, and regulatory environments. A global HCM platform must support this complexity without forcing each region to operate as a disconnected system. Organizations need a consistent foundation for workforce data, security, identity, governance, and reporting, while still supporting local requirements for payroll, compliance, language, data exchange, and operating practices.

Global Payroll Architecture and Data Flows

Payroll is one of the most operationally sensitive HCM processes because it depends on accurate worker, time, compensation, tax, banking, benefits, and organizational data. ADP Global Payroll supports structured payroll input and output flows. For Global Payroll, clients can send payroll-related input through browser-based HTTPS portal access, SFTP/FTPS secure file transfer, or API-based HTTPS channels using REST/JWT/POST patterns. After payroll processing, payroll data, reports, and general ledger outputs can be returned through standard interfaces such as secure FTP or retrieved directly by practitioners through the portal.

Regionalization, Data Residency, and Cross-Border Data Protection

Global HCM platforms must address where data is stored, how it is transferred, who can access it, and how it is governed across borders. ADP's privacy program is built around a single global standard supported by Binding Corporate Rules, which serve as the foundation of ADP's Global Privacy Program and support simplified cross-border data transfers. ADP has operationalized privacy principles globally, including data minimization and access control, privacy by design, cross-border data transfer governance, incident management, third-party supervision, documented data processing activities, and record information management.

Localization Beyond Language

Localization in HCM extends beyond language translation. It includes consideration of country-specific payroll rules, local data requirements, statutory reporting, regional employment practices, country-specific workflows, date and currency formats, compliance obligations, and the ability to work with local payroll specialists or in-country providers where required. Lyric's role in this model is to serve as a trusted HCM foundation that can support global workforce data and connect into the broader ADP payroll ecosystem.

Security and Privacy at Global Scale

Global operations introduce additional security complexity. Data may move across regions, users may authenticate from different countries, payroll teams may operate in distributed models, and local providers or systems may participate in the broader payroll flow. ADP Global Payroll operates within protected logical and physical infrastructure with client data segregation, least privilege, segregation of duties, multi-tier security architecture, intrusion detection, SIEM escalation, and critical incident response.

Secure Global Data Exchange

Global payroll depends on secure data movement. Payroll input data, employee records, time data, payroll outputs, reports, and general ledger files may need to move between client systems, ADP systems, local payroll operations, and downstream business systems. Secure exchange includes HTTPS, SFTP/FTPS, TLS, AES-based encryption, Secure File Gateway, strong authentication, automation, monitoring, message tracking, and PGP-encrypted and signed interface files.

Resiliency and Continuity for Global Payroll

Global payroll requires continuity. Payroll delays, data errors, or system outages can directly affect employees, compliance obligations, and enterprise credibility. ADP Global Payroll maintains a disaster recovery framework designed to support business continuity and system availability across its global payroll platforms, including redundancy, disaster recovery testing, stated recovery objectives, and regional continuity processes.

Global Change Control and Release Governance

Global HCM and payroll platforms must change continuously to support regulatory updates, system enhancements, patches, localized requirements, and client-specific configuration changes. ADP Global Payroll follows structured release and change management processes across development, regression, quality, staging, and production environments, with testing, approvals, Change Advisory Board review, client approval where applicable, and auditability built into the process.

Global Scale as an Enterprise Capability

Global scale is not a single feature. It is the ability to operate consistently across regions while adapting to local realities. Lyric supports this capability by providing a modern HCM foundation that can connect into ADP's global payroll ecosystem and operate within ADP's broader security, privacy, and compliance framework.

BUSINESS OUTCOMES: FROM ARCHITECTURE TO VALUE

The new rhythms of work demand a new operating system for HCM — one designed to flex, built on trust, accelerated by intelligence, able to scale globally, and engineered to deliver measurable value. Lyric's architecture is designed around that requirement, combining cloud-native infrastructure, modular services, multi-model data, embedded AI, secure integration, controlled delivery, global privacy governance, and enterprise-grade resilience into a unified platform foundation.

Adapt Faster Without Unnecessary Disruptions

Modern organizations continue to change through restructures, acquisitions, workforce model shifts, new compliance requirements, and evolving employee expectations. Lyric's cloud-native and microservices-based architecture supports this level of change by allowing capabilities to evolve in smaller, more controlled units rather than as part of a tightly coupled monolithic application.

Increase Trust in Workforce Data

Trusted data is central to HR, payroll, compliance, analytics, integration, and AI. Lyric's multi-model data architecture supports both system-of-record integrity and dynamic workforce relationship modeling, providing a foundation for decision-making and operational confidence.

Reduce Operational Friction Across the Ecosystem

Enterprise HCM does not operate in isolation. Lyric supports multiple integration patterns, including API-based integrations, event-driven exchange, ADP Marketplace connectors, partner-enabled integration services, and secure file-based exchange. This allows organizations to select the right integration model for each business need.

Improve Release Confidence and Control

Continuous innovation only creates value when change is controlled. Lyric's delivery model combines CI/CD automation, staged validation, security testing, client-facing training environments, UAT readiness, infrastructure automation, and blue/green deployment patterns to help introduce change safely.

Strengthen Security, Privacy, and Compliance

HCM platforms manage some of the most sensitive data in the enterprise. Lyric's architecture embeds security and privacy into the platform foundation through identity controls, MFA, step-up authentication, persona-aware access, data protection, client segregation, auditability, integration security, monitoring, and responsible AI governance.

Support Global Operations with Local Precision

Global scale requires balancing enterprise consistency with local requirements. Lyric supports global operations by connecting modern HCM capabilities with ADP's global payroll ecosystem and global security/privacy framework.

Enable AI with Governance and Context

AI can only create enterprise value when it is grounded in trusted data and governed by appropriate controls. Lyric's architecture supports AI-enabled experiences by combining system-of-record data, relationship-aware context, search and retrieval, workflow context, access controls, and responsible AI guardrails.

**This is the intent of ADP Lyric HCM: a platform built to help organizations
respond to change while moving at the speed of trust.**



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