



# COMCAST: TACKLING WAGE GARNISHMENT PROCESSING WITH EASE USING ADP SMARTCOMPLIANCE® FOR WAGE GARNISHMENT

## Quick facts

**Company:** Comcast

**Payroll system:** Workday®

**Industry:** Telecommunications and media

**Established:** 1963

**Employees:** 100,000+

**Locations:** Statewide

**Headquarters:** Philadelphia, PA

### ADP Products:

ADP SmartCompliance for Wage Garnishments

### Website:

[corporate.comcast.com](http://corporate.comcast.com)

### Stephanie Jones

Senior Manager, Payroll

Comcast, known as a cable giant offering services in every state, has long been a leader in cable, internet, security and mobile services. With over 100,000 employees, the company is constantly scaling and growing to meet the telecommunications demands of its customer base, including its recent entry into mobile phone services.

Stephanie Jones, Senior Manager of Payroll at Comcast, has been with the company for 33 years, starting in procurement and working her way into HR and payroll, where she and her team of eight utilize ADP SmartCompliance solutions for employment tax, payment solutions, unemployment claims, wage garnishments and employment verification.

To support its growing operations, Comcast engaged ADP to streamline its wage garnishment processes, help ensure accuracy, increase efficiency and reduce the administrative burden on Stephanie's team.

## Business challenges

- Garnishments were being managed in-house, and it became challenging to stay compliant
- Garnishment processing wasn't always done timely, so Comcast received default judgments that could require the company to pay the entire garnishment amount
- Garnishment processes were extremely manual and time-consuming

## How ADP helped

- Reduced the administrative burden of wage garnishment processing on Comcast and delivered timely payments to applicable agencies
- Provided the ability to scale to accommodate Comcast's growth
- Handles all employee and agency inquiries so Comcast doesn't have to

## Challenges with wage garnishment compliance

Before partnering with ADP, Comcast handled all wage garnishments in-house. With its rapid expansion into mobile services and continued growth in cable and internet services, Comcast needed a compliance solution that could scale with its operations.



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**"ADP acts as the general go-between for employees and the applicable agency when necessary, saving our team the time of having to do it ourselves."**

**— Stephanie Jones**

Senior Manager, Payroll

"It became very challenging to comply with the various laws and to make sure everything is processed timely to prevent defaults," Stephanie said. "We just didn't have the staff to sustain that."

Recognizing these challenges, Comcast sought a trusted service provider in ADP to manage its compliance and reduce the administrative burden on its payroll team.

## Looking for a supportive partner to handle wage garnishment processing

Comcast was looking to scale and find a partner to support its growth. The company also needed expertise in timely wage garnishment processing to avoid defaults.

Knowing that Comcast worked with ADP in other post-payroll-related areas, Stephanie naturally turned to ADP SmartCompliance solutions for help with wage garnishment management. The decision was influenced by ADP's expertise in that area and a proven track record working with other large organizations.

Stephanie also sought references and feedback from other ADP wage garnishment clients to ensure ADP's solution would meet Comcast's needs. After receiving only positive feedback from industry peers, Comcast moved forward with ADP's full-service wage garnishment solution.

"With Comcast's size and constant growth, we needed to work with a company we could trust," Stephanie said. "We already had a relationship with ADP, so we never even considered anyone else. ADP was the one, and it still is."

## Peace of mind that comes from timely payments

Transitioning to ADP SmartCompliance for wage garnishments significantly improved Comcast's compliance and efficiency. Nearly all support orders

go directly to ADP, reducing the volume of paper that Stephanie's team has to deal with.

Wage garnishment orders sent directly to and processed by ADP are available for Stephanie's team to view on the portal, so there is always access to the information and ADP's management of the order. ADP manages garnishment payments electronically as well, which ADP sends to the appropriate agencies in a timely manner. With ADP, Comcast has peace of mind and no longer worries about missed deadlines or compliance risks such as liability for an employee's entire judgment debt.

"The defaults have been reduced, and just the comfort level of knowing that garnishment orders will be processed timely makes our life a lot easier," Stephanie said.

## Time savings allow team's cross-training

With ADP handling Comcast's garnishments processing, Stephanie's team has time to become better acquainted with other payroll tasks. Before ADP, there was never enough time to explore other areas they might be interested in. The team can also focus on more strategic initiatives.

"Having ADP allows practitioners to become acquainted with other tasks, whereas before, there wasn't enough time to do anything else," Stephanie said.

Another benefit is that ADP handles employee and agency inquiries, so Stephanie's team doesn't have to. Stephanie doesn't hear much noise from employees or agencies, which is a positive sign that everyone is happy with their ADP interactions.

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Senior Manager, Payroll

## A successful resolution to a default received

Stephanie's team received a notice for a rather large default amount. When she couldn't get in touch with the attorneys for the creditor/plaintiff, she reached out directly to ADP, who had a working relationship with the law firm. ADP was able to obtain and share information with Comcast, and ultimately Comcast only had to pay legal fees of \$3,000, rather than having to pay the much higher cost of the total judgment.

## Seamless integration with Workday

Comcast has benefited from ADP's SmartConnect® integration with Workday, eliminating time-consuming manual processes and helping ensure compliance with jurisdictional law changes. Stephanie used to have to stay on top of jurisdictional laws and changes that impacted the way a garnishment was calculated.

"With SmartConnect, we don't have to worry about communicating updates to Workday — ADP communicates updates to Workday, which has been a game-changer," Stephanie said.

## A five-star experience

Reflecting on Comcast's experience with ADP SmartCompliance for Wage Garnishments, Stephanie confidently rates the service as five out of five.

"Today, I would say a five," she said. "There were minor areas we had to work through in the past with timely resolution, but today, everything runs smoothly."

Comcast has reduced compliance risks and administrative workload and saved on costs by outsourcing wage garnishment management to ADP.

## About ADP SmartCompliance

The ADP SmartCompliance platform adds a layer of services and best-practice processes to your current HCM solution to help you close the gap between core HCM technology and the myriad of HCM related compliance pressures you may face. This solution marries people, process and service with your technology to help off-load many of the risk-laden, manual and administrative tasks required of you. And it's a scalable solution that can provide continuity as your organization and the legislative landscape continue to evolve.

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