



A trusted partner across the globe

Sparkle is a global voice, data and internet solutions provider for fixed and mobile carriers, content providers, small internet service providers and corporate customers, including big names like Amazon, Facebook, Google, and SpaceX. We are a lean company with a presence in various countries. Our organization is part of the Italy-based Sparkle Group, and we work according to a one-company model. This means that we do our jobs from different locations, but we belong to the same function and company.

Finding the right solution

Our HR function operates out of Italy, so it's challenging, but important, to deliver the same level of service and benefits to all employees, regardless of where they are located. When evaluating HR solutions, we were seeking an HR partner with a worldwide presence that could provide not only the technology, but HR support and compliance expertise in all the different countries in which we operate.

In the U.S., we were already using ADP® for payroll, but wanted the additional support and expertise that came with their all-inclusive PEO solution. ADP TotalSource offered in-country HR support for our U.S.-based employees, along with a custom benefits package, and specialized compliance expertise to navigate regulations across multiple states.

A dedicated team of experts


I now have a team of experts to rely on for every single HR-related issue. They are all highly professional and we have a great relationship. At the center of the team is our HR Business Partner. She is there every time I need her, through emails, phone calls and in person. It's very reassuring to know that there are human beings on the other side who know my business and can analyze the situation and provide solutions.



Igor Lorenzen
Chief Financial Officer


Quick facts

 **Company:** Sparkle

 **Headquarters:** Miami, FL

 **Industry:** Telecommunications

 **Employees:** 38

 **Website:** tisparkle.com

Business challenge: The company lacked an in-country HR presence to support and service its U.S. employees and the expertise to keep up with regulations across multiple states.

How ADP® helped: ADP TotalSource® provided a seamless HR experience, access to high-caliber custom benefit packages, and dedicated support and expertise for payroll, benefits, compliance and HR issues.



Always Designing
for People®

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Streamlining processes for time and cost savings

There have been significant time and cost savings since outsourcing our HR functions to TotalSource. Payroll that used to take several hours each pay period, now takes a fraction of the time. Benefits renewals are quicker and more efficient too. Previously, I would spend a lot of time dealing with different companies to renew the benefits. Now, ADP manages the entire process, from start to finish, including the benefits renewal process and answering employees' benefits and claim questions.

We've also streamlined processes. Employees access their personal information, make PTO and vacation requests and more, through the ADP portal or app, without my direct involvement. My time is now focused more on business priorities instead of HR and compliance issues and I feel confident in knowing that there's always backup I can count on.

Reducing risk with compliance experts

Another big advantage with TotalSource is the specialized compliance expertise. We get continuous support and guidance to navigate issues such as regulatory changes, people leaving, Cobra, benefits renewal, policies and more. This support enables me to keep up to speed with all the changes without the need to hire a compliance person.

I have experts for every single HR issue. We're able to operate without having to hire a dedicated person for compliance.

A partner in our success

We have the technology to support us, as well as the right people who are always there for us. We're able to operate more efficiently, remain compliant and provide employees with a high level of support and services. ADP is our one-stop shop and is our partner, not only here in the U.S., but also for TI Sparkle Group across the globe.

We all have basically the same issues. You must deal with benefits and renewals. You must be compliant with local regulations. TotalSource could work for the small and the big company.

If we didn't have ADP to support our employees scattered across different states, it would be basically impossible.

Igor Lorenzen,
Chief Financial Officer

"I believe that ADP not only has the technology to support us, but also the people. And the people are always there for us."

Igor Lorenzen
Chief Financial Officer



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