



IN THE BUSINESS OF YOUR SUCCESS®

What ADP® clients are saying



DIGITAL PRESENCE MANAGEMENT

Limelight Networks supports its international employees with the help of ADP Streamline® – a flexible, scalable, cost-effective payroll solution

Limelight Networks' team of digital presence experts helps organizations streamline processes and optimize business results across all customer interaction channels to deliver exceptional multi-screen experiences, improve brand awareness, drive revenue, and enhance their customer relationships – all while reducing costs.

Problems and issues around paying international employees

Limelight has approximately 110 international (non-U.S.) employees – primarily engineers, technical support specialists, and sales people – who work and reside in more than a dozen countries. The work they perform significantly contributes to Limelight's excellent global reputation. However, the administrative costs associated with supporting relatively few people over an area of several continents were considerable.

Payroll processing is a good case in point. The company was paying relatively few people over multiple jurisdictions. Compliance requirements were different from country to country. In addition, even while it engaged a service provider (prior to ADP®) that processed payroll and filed the various employment taxes, Limelight was still relying, to a significant extent, on spreadsheets. The cost of supporting a payroll process with manual touch points was not only expensive, but also prone to human error.

SNAPSHOT

Client:

Limelight Networks, Inc.
Tempe, Arizona, USA

Description:

Global leader in digital presence management

Workforce:

Approximately 110 international (non-U.S.) employees

Website:

www.llnetworks.com



Business expansion posed another set of issues. Instead of introducing a standardized approach to paying the international employees of an acquired business, some local methods of acquired companies might remain entrenched making the existing company-wide payroll system even more cumbersome and expensive to operate.

Benefits of an integrated global payroll system

An effective global payroll solution combines automated processes and data integration to pay employees across multiple geographies and jurisdictions. It relies on consistent processes and proven technology. Automation minimizes human intervention in routine tasks. Employee data, which securely resides in one place, can be updated instantly across the system with a single click.

A global payroll solution also provides effective global support – including local expertise in payroll and employment tax filings to minimize noncompliance issues, as well as real-time corporate access to actionable data to improve reporting and decision-making.

Limelight found all of these qualities and more in ADP Streamline®.

“ADP Streamline is saving me personally about 20 hours a week in administrative time.”

ADP’s global payroll solution

“We compared ADP Streamline’s capabilities and costs against how we were handling overseas payroll and subsequently decided to go with ADP,” says Scott Rouillard, senior global payroll manager for Limelight Networks.

ADP Streamline – an ADP Human Capital Management solution – is designed to serve companies with employees in different countries. Clients benefit from ADP’s centralized platform that deploys payroll services across their entire employee population; knowledge of local payroll and related tax filing requirements; and access to local resources.

“We implemented ADP Streamline in twelve countries in just two months,” continues Rouillard. “We did not realize how quickly ADP could make it all happen. In fact, the payroll implementation factor took very little time. Most of the time involved setting up banking relationships for direct deposits.”

Limelight especially values the combined global service of ADP and its in-country payroll expertise, which allows the U.S.-headquartered company to easily manage its international payroll. Local ADP partners help ensure that the payroll is compliant with the specific rules and payroll requirements of each country. They also issue declarations as required in the official local language and keep Rouillard informed throughout the process. Employee satisfaction with the ADP payroll solution is also very positive because payrolls are consistently accurate and, where allowed, employees can conveniently access their pay statement data via the Internet.

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Savings in money and time

ADP not only provided a significant and measurable upswing in the quality of service, but also considerable savings in money and time.

“Using ADP Streamline has saved us many thousands of dollars,” says Rouillard. “The ADP solution automates processes that used to be manual, lowering our administrative expenses.”

Saving time was another key driver for Rouillard and his company. “I wear several hats. Besides payroll, I manage the travel and expense systems globally. Time is a precious commodity. I was working 70 to 80 hours a week with the previous solution. When we switched to ADP, that all changed. ADP Streamline is saving me personally about 20 hours a week in administrative time.”

Scalability provides a confident path to future change

Rouillard notes that the capacity of ADP Streamline to support Limelight’s appetite for growth is one of the solution’s most valuable attributes. “It gives us the confidence that we can continue to grow with minimal disruption,” he observes. “We have opened and closed a few operations with ADP Streamline as our payroll resource and we have proof that we don’t have to reinvent the proverbial wheel. The scalability we need is there. It is built in.”

As future opportunities present themselves to Limelight in new markets such as Russia, South America, and China, Rouillard knows that – with the assistance of ADP’s expertise – the international payroll aspect of Limelight’s Human Capital Management capability is ready to grow as the company does.

A Global Leader In Digital Presence Management and Delivery

Limelight Networks, Inc. (NASDAQ: LLNW) is a global leader in Digital Presence Management. The Limelight Orchestrate Digital Presence Management Platform is an integrated suite of cloud-based Software as a Service (SaaS) applications, which allows organizations to optimize all aspects of their online digital presence across Web, mobile, social, and large screen channels. Orchestrate leverages Limelight’s scalable, high-performance global network to offer advanced features for: Web content management; website personalization; content targeting; online video publishing; mobile enablement and monetization; content delivery; transcoding; and cloud storage – combined with social media integration and powerful analytics.



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