

# BIA HR – Successful solutions

Reliable partner for GTS Telecom

*“Throughout our collaboration we have appreciated especially the professionalism of the team of consultants, their availability and the short response time to a wide variety of requests, with no additional or hidden costs whatsoever.*

*The proactive way in which they understood to support us was also extremely helpful, making BIA more than just a service provider: a reliable partner!”*

**Simona Miholca, HR Manager,  
GTS Telecom**

•Zero payroll processing errors, quality services and a stable team of professionals working fast and anticipating the impact the legislative changes can have on your human resources and current activities. It is a promise that we have kept day by day to GTS Telecom for more than 4 years.

•GTS Telecom can focus on its mission to support clients' businesses with integrity and help them be more productive, more profitable, providing integration and consistency to the businesses.



[www.bia.ro](http://www.bia.ro)

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# From challenge to solutions

**GTS Telecom** is part of GTS Central Europe, one of the leading providers of integrated telecommunication services in Central and Eastern Europe. Benefiting from the Group's expertise and knowledge in the region, GTS Telecom is a leading provider of infrastructure-based telecommunication services in Romania. GTS provides national and international data transport, voice, Internet access, cloud and colocation service solutions in its own data centres in Bucharest.

**The challenge:** GTS Telecom is a company based on innovation providing quality solutions and services to its clients. In order to successfully complete this mission, GTS needed a reliable partner to safely entrust him with the responsibilities related to payroll and staff management, in accordance with the law. Moreover, as a result of a recent acquisition process, GTS Telecom successfully underwent a complex amendment and alignment process of organizational practices, including in the field of HR processes.

**The solution:** Since 2009 at first, BIA HR has provided payroll and legislative consulting services, thus fulfilling the commitment made: *zero payroll processing errors*. After reviewing the costs and quality of the services provided, GTS Telecom decided to outsource the staff management services to BIA HR as well. Following the takeover of the acquired company staff, the BIA HR consultants were involved in the organizational change process, providing the support needed to bring in line the payroll and staff management practices and activities, and the communication with the employees taken over.