

CUSTOMER STORY

How Lighthouse Seamlessly Migrated 11 Employees to Payroll EOR

lighthouse



Images: Adobe Stock

11 Employees
Migrated

100%
Dedicated Support

14
Team Onboardings

Industry

Software as a Service

Headquarters

Denver (Colorado, U.S.)
& Ghent (Belgium)

Company Size

Mid-market (100 - 1000)

Use Case

Global Expansion; EOR
Migration; Visa Support

**Payroll
Products Used**

Employer of Record;
Visa Services

THE COMPANY

Meet Lighthouse

Lighthouse is the leading commercial platform for the travel & hospitality industry. They transform complexity into confidence by providing actionable market insights, business intelligence, and pricing tools that maximize revenue growth.

THE PROBLEM

Fragmented Support With Previous Provider

Lighthouse leverages EOR solutions to hire talent in locations where a legal entity is not yet established. To support its presence in Malaysia, Lighthouse decided to partner with Payroll. Because Payroll operates with its own entity in the country rather than relying on third-party providers, this setup enables more direct support for the People Operations team, faster response times, and a smoother overall employee experience.

THE SOLUTION

Moving To Payroll's Owned-Entity Model

The Lighthouse team was looking for a partner that could provide strong, direct support in Malaysia. Priorities included:

- ✓ Working with an EOR with its own entity in the country.
- ✓ Reliable payroll and compliance management.
- ✓ Clear guidance on local labor regulations.

Lighthouse ultimately chose Payroll for its owned-entity infrastructure in Malaysia.



Stijn Devriese,
People Operations Coordinator, Lighthouse

“We had employee success managers available throughout the entire migration process.

Whenever we had specific questions, they were always available and ready to help. It felt far more personal and informative than simply receiving email updates.”

THE RESULT

A Smooth Migration And Human Support

Payroll managed a smooth migration process of eleven employees within the timeframe required. Their team now benefits from improved support, with dedicated points of contact for both employers and employees. They've onboarded 14 employees while leveraging visa support and in-house legal expertise for complex employment matters. With local complexity managed, they can focus fully on scaling internationally.