

CUSTOMER STORY

How Playroll's EOR Solutions Boosted HSP's Growth by 300%



Images: Adobe Stock

300%

Client Growth

30

Countries Reached

50+

Admin Saved P/Month

Industry

Professional Services

Region

Global

Company Size

201-500

Use Case

Global Expansion;
Security & Compliance

Payroll Products Used

White-Label Services;
Employer of Record

THE COMPANY

Meet HSP

HSP Group is a leader in global expansion, providing extensive solutions that help companies streamline their international operations. They provide a turnkey approach to ensure efficient operations, full compliance with local regulations, and consistency across regions.

THE PROBLEM

An Inconsistent EOR Experience For Clients

To support their clients' growth, HSP Group initially partnered with multiple EOR providers, aiming to offer a diverse range of services through reseller agreements. But managing a patchwork of providers led to an offering that lacked consistency, flexibility, and the ability to scale with their clients' evolving needs.

THE SOLUTION

A True Partnership With Flexibility At Its Core

HSP sought a single, reliable EOR partner capable of offering:

- ✓ Flexibility to meet diverse client needs.
- ✓ Top-tier customer service with fast response times.
- ✓ Agility and ease of collaboration.
- ✓ Ironclad compliance at the forefront of their operations.

Playroll's white-label EOR services helped HSP meet diverse client needs quickly.

Adele Ewing, Senior Director, Business Operations, HSP Group

"Playroll is not just the technology itself, it's an enabler – and that's been the key difference. The people, technology and processes work together to provide a much better outcome for our clients and a better experience for employees."

THE RESULT

Quality Customer Service And Rapid Growth

HSP has transitioned most of its EOR clients to Playroll, thanks to the easy collaboration and shared commitment to customer-first service. The partnership enables HSP to support clients at every stage of their expansion journey.

This has allowed HSP to successfully retain their current clients, gain referrals and tap into new opportunities for growth – achieving a 300% customer growth rate since partnering with Playroll. Playroll has become a trusted partner, supporting HSP's global expansion strategy.