



Template

EOR Renewal Scorecard

✓ Employee Review

✓ Admin & HR Review

Base your renewal on data, not a gut feeling, before you sign another year with your EOR.

Why Your EOR Needs a 360° Review

A renewal decision made on only one person's opinion is a guess. Before you re-sign, factor in both HR's input and your employees' experience.

Side One • Admin & HR

How it works for you

You deal with the costs, the support tickets, and the compliance paperwork. You know if things are running smoothly behind the scenes.

Side two • Employees

How it feels for them

They live with the outcome. A late payslip or a slow benefits enrollment shows up as their problem immediately.

Three questions to consider

Can finance explain every fee?

Can employees get useful local support?

Does employment still feel like your company?

Find out →

The Admin Review

Score your EOR on the basics: consistency, speed, and accuracy.

SCORING KEY

1

Yes, confidently

2

Mostly, but...

3

Not really

Every fee is accounted for

Finance can trace each charge back to something real.

2

1

0

Payroll runs itself

Approvals, changes and cut-offs are easy to manage on-platform.

2

1

0

We're using what we pay for

The platform and service deliver more than basic payroll processing.

2

1

0

Reporting gives us what we need

People and Finance can access useful information without manual workarounds.

2

1

0

Support owns the outcome

Issues are resolved quickly, without endless ticket queues or follow-ups.

2

1

0

New countries don't feel like a leap

You get a clear, specific answer before committing to hiring somewhere new.

2

1

0

YOUR ADMIN SCORE

How does your EOR perform behind the scenes? — / 12

The *Employee* Review

Check in with your employees, and score their experience.

SCORING KEY

1

Yes, confidently

2

Mostly, but...

3

Not really

Onboarding feels clear and considered

Employees know what is happening, what to do and who to ask.

2

1

0

Pay lands on time, every time

Nobody's double-checking their account to be sure the number's right.

2

1

0

Contracts and payslips are easy to find

Employees can pull up what they need without emailing.

2

1

0

Local questions get locally useful answers

Someone who actually knows the country's laws responds.

2

1

0

Support feels human

One contact, with not a relay between your team and the EOR.

2

1

0

Employees still feel like yours

The EOR supports the relationship rather than taking it over.

2

1

0

YOUR EMPLOYEE SCORE

How easy is employment via this EOR provider? — / 12

THE RESULT

So, How's The *Relationship*?

Fill in your scores and plot your results on the quadrant below.

ADMIN SCORE

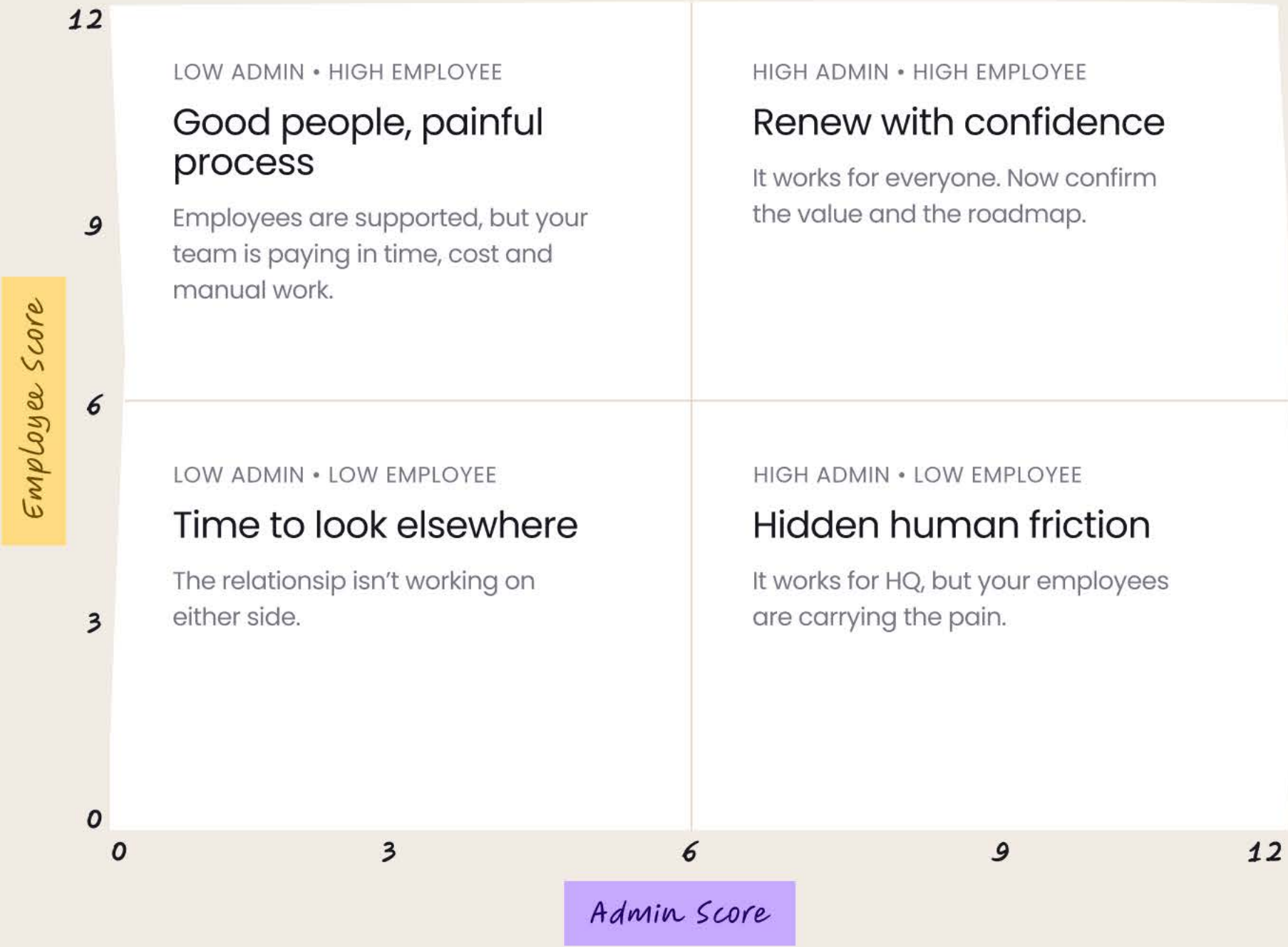
/ 12

EMPLOYEE SCORE

/ 12

TOTAL

/ 24



Bring Your *Receipts* to the Renewal

Use these scores to walk into your renewal conversation with the facts. Here's what to raise with your provider:

- 1 Show us the features we actually use, and the ones we're paying for but never touch.
- 2 Break down every fee, and tell us how our total cost could change next year.
- 3 Share your service performance, escalation process and resolution times.
- 4 Walk us through the last three issues our employees raised, and what changed because of them.
- 5 Tell us which countries, benefits or workflows carry the most manual work or risk right now.
- 6 What will be measurably better by our next review?

PRO TIP

Don't accept "it's on the roadmap" without a date, an owner and an outcome.



Playroll

The Scores Are In

Yes, we're an HR and global employment platform, so we do have a horse in this race. Our services are built on real human support, backed by specialists.



Need a second opinion?

It's worth adding us to the mix. Playroll can help you benchmark:

What you're paying

All-in, including the fees nobody flagged.

The support your team gets

Response times, escalations, resolutions.

What you're actually using

Measured against what you're billed.

What switching really involves

Timelines, continuity, employee comms.

The experience your people deserve

Onboarding, payslips, benefits, local answers.

Get an EOR Health Check →