

Reimagining a Global Mobility Delivery Model

A FTSE 100 global technology organisation, operating over 50+ countries through smarter engineering, with ~£3bn in revenue, reached out to Global Expat Pay for transforming their existing global mobility model and core operations.

The Customer Challenge

Diverse Assignee Landscape

- A modest assignee population spread across ~20 countries with 40+ payrolls.

Complex mobility operations

Disjointed and labour-intensive processes with high effort from GM team to navigate through problem solving.

Inefficient Expat Payroll Process

Payrolls required manual interpretation of assignment components for payroll reporting. Data gaps and inflexible system for compensation data upload leading to payroll errors and risk exposure.

Suboptimal Assignee Experience

Delayed payments and gaps in communication leading to unsatisfactory assignee experience.

Significant External Support

Multiple vendors leading to heavy time involvement from client with high out of scope costs.

The Global Expat Pay Solution

- Global Expat Pay supported multiple customer stakeholders with a **diagnostic review**, to drill down to the root causes of their operational inefficiencies.

- As a result of the diagnostic review, we were able to redesign the **operating model**, and clarify roles and responsibilities both at strategic and operational level.

- Deployed the Global Expat Pay **automated payroll and data management solution**, simplifying the overall process and closing data gaps. This enabled the customer to reduce vendor costs and minimise internal payroll and GM effort.

- Heavy focus on **user experience** post activation for payrolls to focus on the human experience of change with extensive trainings, platform guidance, and continuous communication.

- Resulting in a renewed, simplified and efficient global mobility.

Compensation Services

~70% annual savings with reformed data provision and payroll processing

Tax and Compliance Savings

~40% annual savings with reduced payroll correction costs

Design & Activation Timeline

Operating model redesigned, all vendors and payrolls activated and transitioned within 6 months

Automated and Customised Reports

Customised reports for global mobility team and local payrolls for monthly reconciliation

"We have saved significant time on resolving issues around payroll, especially regarding how to treat assignment compensation and data collation which took a lot of chasing earlier. In the GEP model, the payrolls can provide the payroll output in raw formats, it's much easier for them also leading to high level of compliance."

- Global Mobility Lead

Simple

Efficient

Accurate

Secure