

Centralizing Global Payroll

THE CLIENT

A leader in application networking technologies, the client enables enterprises, service providers, and hyperscale web providers to accelerate and secure data center applications and networks.

THE VISION

With a sprawling international workforce across APAC, EMEA, and Latin America, the company needed a centralized system that gave them better visibility and management of payroll while lowering operating costs and compliance risks. ADP Streamline provided them a solution that could support their large international footprint. ADP technology works as a single payroll provider worldwide while easily integrating with the client's HR and Finance systems.

THE CHALLENGE

The transition to ADP Streamline for Asia Pacific countries was a challenge. Complex local regulations, large volumes of payroll data, stock options, variable compensation issues, and limited US resources with multi-country expertise led to an over 10-month delay. The company was incurring unnecessary costs in retaining several disparate local-country providers and when the Global Payroll Manager unexpectedly resigned they decided to call in Global Upside.

“ Our need was simple. Transition our Asia Pacific countries to ADP's centralized Global Payroll system as soon as possible. ADP introduced us to Global Upside. They came in with solid local HR and compliance expertise and they understood the ADP Streamline system extremely well. We had anticipated a six month transition period, Global Upside got us up and running in under 90 days. ”

THE SOLUTION

Global Upside undertook the payroll transition for Australia, China, Hong Kong, India, Japan, Malaysia, Singapore, and Taiwan. The transition impacted 230+ employees and helped the company move from several service providers across different countries to a single system, single vendor model.

The Global Upside team worked as the extended payroll department:

- A dedicated client services director worked at the client's offices full time.
- Provided detailed country-specific checklists of documentation, data requirements, and special formats.
- Coordinated with all stakeholders (client's internal teams, in-country service providers, and ADP) to gather the required data and meet local compliance requirements.
- Identified and fixed discrepancies, helped navigate roadblocks.
- Fully managed the entire migration process.
- Ran parallel payroll, provided full support for go-live and beyond
- Documented the worldwide payroll setup for SOX compliance.
- Provided payroll funding in countries where local bank accounts were not established. In Hong Kong, for example, where all payments to the government have to be made from local bank accounts.

“ In most Asian countries you must have a chop (a company stamp) on all documents. However, the requirement was not being met — the client's US team was not aware of the rule and local country providers failed to inform them. Our team immediately connected with the local service team to find out who is holding the chops, got the documents stamped, and ensured they were duly submitted to ADP. ”

“ Our team worked 24/6 in multiple shifts to ensure every line of data was checked multiple times before it entered the ADP Streamline system. ”

GLOBAL UPSIDE UNDERTOOK THE PAYROLL TRANSITION FOR **8 COUNTRIES** AND **230+ EMPLOYEES**, MOVING FROM SEVERAL SERVICE PROVIDERS ACROSS DIFFERENT COUNTRIES TO A SINGLE SYSTEM/SINGLE VENDOR MODEL.

THE IMPACT

- Reduced implementation time from 6 months to under 90 days.
- Designed and documented the worldwide payroll process for SOX compliance.
- Helped leverage the full benefits of their centralized payroll software — ADP Streamline.
- System expertise — we worked across Workday, Oracle, and ADP Streamline effortlessly.
- Continuing to work as the payroll team for the company's international operations — manage and process payroll for 19 countries in EMEA and APAC.

“ You have one service provider, one payroll system with 24/7 access to accurate information, full local-country country support and a properly designed SOX compliant process — all managed at a lower cost. ”

“ Our client's market is global and highly competitive. We continue to work with them to simplify existing business processes and create new ones, make their Payroll and HRIS systems work in tandem, and take care of local quirks and complexities across all their countries of operations. ”

ABOUT

Global Upside supports international businesses with end-to-end Accounting, Tax, Legal, HR, Compliance, and Staffing solutions. We provide support in over 90 countries with clients including both established multinationals and high growth companies including Zillow, Uber, Rhapsody, SGI, Real Networks, 8x8, and Enphase Energy among several others.

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