

CASE STUDY

CSG Enhances Global Workforce Support with **Global Expansion**

**GLOBAL
EXPANSION**



 **CSG**

EXECUTIVE SUMMARY

CSG is a leader in customer engagement, revenue management, and payment solutions. With a cloud-first approach and customer focus, CSG helps companies launch digital services, expand markets, and build brand loyalty.

They operated as a decentralized organization and as it continued to grow globally it became a priority to centralize its operations for accountability, visibility, and cost transparency.

CSG's global Employer of Record (EOR) was inadequate, causing issues for employees and business units. This led to a review, revealing they were using multiple EORs with different contracts, payment terms, pricing and invoicing methods.

An RFP was launched , and Global Expansion (GX) was selected for its global reach, advanced technology platform, simplified pricing, flexible invoicing, employee contracts, and expert project management.

GX helped centralize all employees under a single platform and provider.



CASE STUDY

Table of Contents

01 Introduction

02 Problem Statement

03 Approach and Methodology

04 Analysis
Results and Outcomes

05 Lessons Learned and Best Practices

06 CSG Streamlines Global Operations with GX Partnership

01

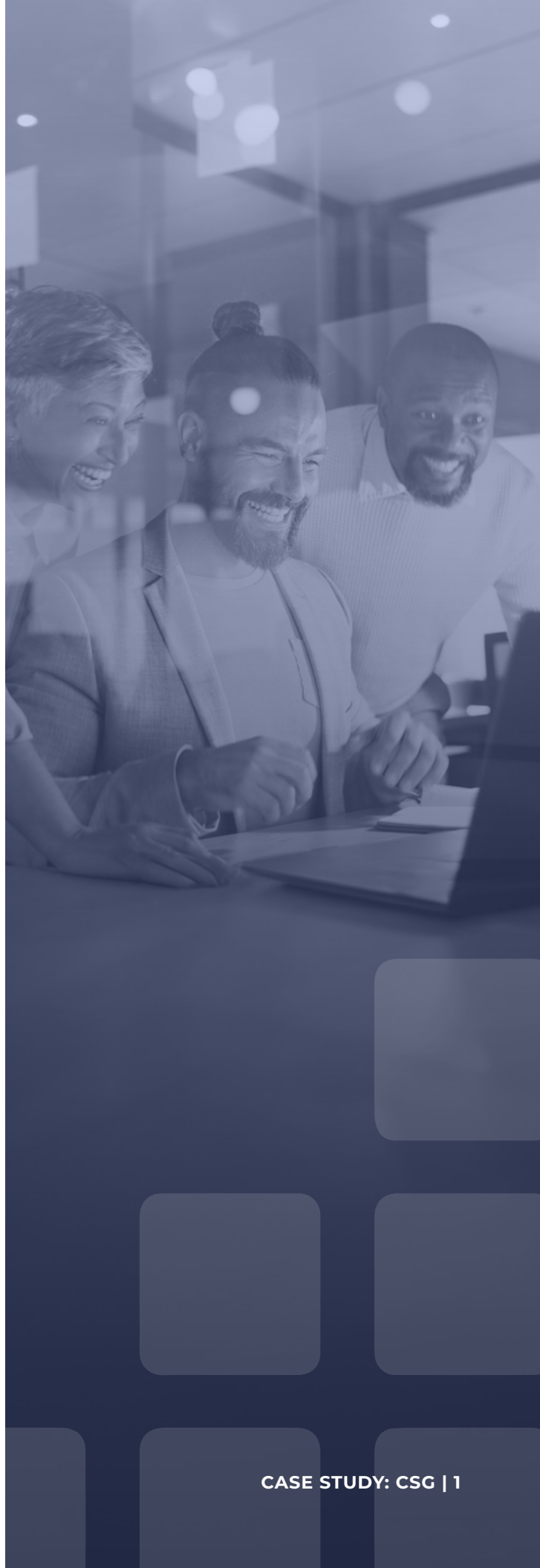
INTRODUCTION

CSG, a fast-growing organization, decided to centralize its global functions for better efficiency and support.

They analyzed its EOR use across global business units and assessed the support from the current global EOR versus local EORs.

The review revealed poor service, multiple contracts, inconsistent pricing, and complaints from internal units, prompting an urgent need for change.

CSG aimed to find an experienced global EOR with a large footprint to manage the centralization process and quickly take over from multiple international vendors.

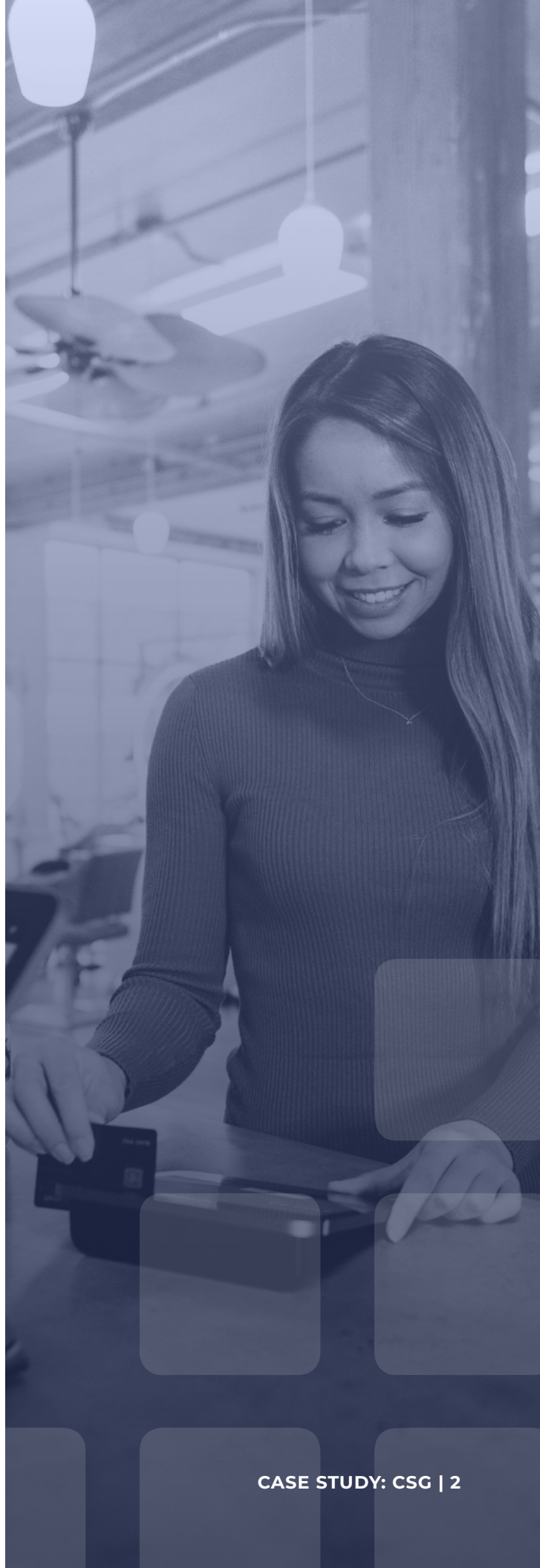


02

PROBLEM STATEMENT

CSG's main challenge was gaining centralized visibility of employees managed by EORs and finding a global supplier to handle this population compliantly with strong customer support.

They needed to reduce internal issues, streamline costs, and provide a simplified budgeting model for client projects.



03

APPROACH & METHODOLOGY

After a thorough RFP process, Global Expansion (GX) was chosen as CSG's global EOR provider due to our project management skills, global expertise, and consultative approach.

Our internal operations team's extensive knowledge, cost visibility, and advanced technology portal offered CSG leadership and managers transparency and control over their managed population.

During the implementation, GX's client service team used [Monday \(CRM\)](#) to line out each step in the process to transfer and manage the EOR population for CSG. This workflow allows for GX and CSG to have visibility in the process and assigns program owners to each task internally and externally.

The GX team holds weekly calls with CSG to keep the transition on track and complete it within 30 days. After the transfers, GX will train CSG's global team on the [GX¹ platform](#) and introduce a dedicated contact for ongoing support.

Simultaneously, GX will enter all EOR-related employees into the GX¹ platform, providing a single location for managing their EOR population.



04

ANALYSIS

During the review of CSG's EOR contract, employment contract, and over one hundred individual invoices from the current EOR sent to CSG in a 90-day billing period, GX was able to show a **cost savings of over USD 225,000 to CSG** due to hidden fees and mark-up percentages on the Total Employer Costs.

This key discovery by GX convinced leadership to change providers and made it a global priority.

Results & Outcomes

- ✓ GX will complete the transfers in six separate locations in 30 days.
- ✓ GX has put a training schedule in place for all internal stakeholders to support this global rollout.
- ✓ An extensive communication plan for the transition to Business Unit Managers.
- ✓ GX held individual meetings with each employee and their manager to review the transition, ensure support, and clarify new employment agreements before the current contracts expired.
- ✓ GX set up a multi-phased project management board to keep the transition on time and task globally.



05

LESSONS LEARNED & BEST PRACTICES

During the review of CSG's EOR population, it became clear that many organizations are unfamiliar with the terms and hidden fees that EORs do not disclose or hidden language in their agreements.

The invoicing process from other EORs was complex and confusing, and they lacked flexibility in employment contracts and customized services to fit the company's culture and needs.

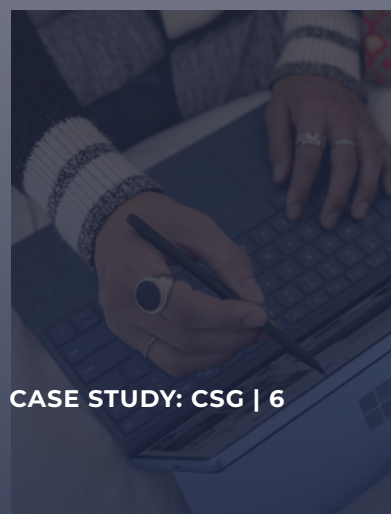
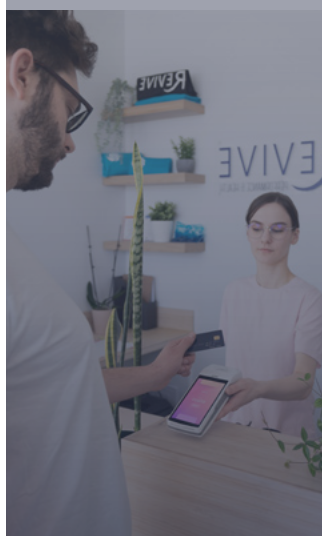
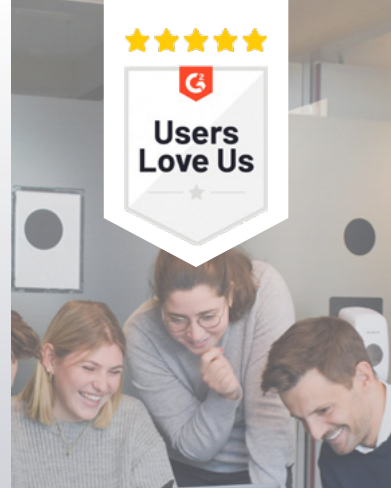
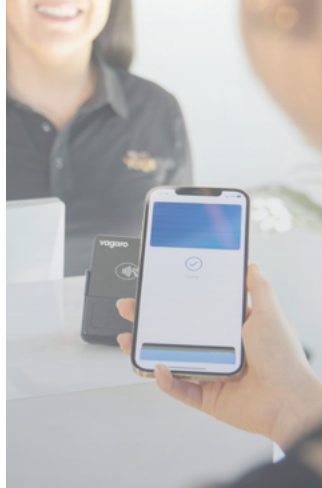


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CSG STREAMLINES GLOBAL OPERATIONS WITH GX PARTNERSHIP

After partnering with Global Expansion, CSG quickly aligned its global teams, transitioned its EOR population in under 30 days, and developed a customized invoicing and technology platform.

This project eliminated business noise, simplified invoicing, removed manual invoice reviews, and provided global visibility to leadership. The new customer support structure gave CSG the confidence to continue growing and supporting its global COE model.





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