

CASE STUDY

How **Compassion International** Unified Employee Support with **Global Expansion**

**GLOBAL
EXPANSION**




Releasing children from poverty
Compassion[®]
in Jesus' name

EXECUTIVE SUMMARY

Compassion International is a registered 501(c)(3) nonprofit Christian child development ministry aimed at releasing children from spiritual, economic, social, and physical poverty in Jesus' name.

Through sponsorships and donations, they support local churches to provide individualized and holistic care to impoverished children, so they are free to learn, grow, play, and dream. Compassion partners with 8,000+ churches in 25 countries worldwide to deliver their holistic child development program.

Since their creation in 1952, they have served over 2.3 million children and supplied local churches worldwide with \$16M in resources for disaster relief. Compassion is headquartered out of Colorado Springs, CO.

The challenge for Compassion has been to support its global population of employees and volunteers in countries where they do not have local entities. They have worked with a variety of EORs around the world and had pieced 3 together that were supporting their global population of 25 in 6 countries.

Committed to financial integrity, they regularly audit to ensure proper fund use and high-quality programs. The support for their global employees was lacking, raising compliance concerns. This led them to seek a trusted partner through an RFP to manage their entire global workforce effectively.

They moved forward with Global Expansion (GX) because they 'were so impressed by not only the depth of expertise and knowledge in this area but also the commitment and dedication to customer service for both the corporate client and the employee experience.



"We believe Global Expansion and Compassion International align well with our objectives and our organizational values and we are so excited to continue down this path with the team!"



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 Compassion Gains Global Support with GX Partnership

01

INTRODUCTION

Compassion is a large, global nonprofit and decided to move to an RFP because the EOR support they were receiving from multiple vendors was not consistent and did not provide them and their employees the level of support they desperately needed.

As Compassion's global team members focus on the holistic child development they provide in their respective local communities, many are in remote locations and countries with complex labor laws and regulations. Compassion knew they needed an alternative provider – one who could cover all countries of need and who could be a compliant employment solution worldwide.

The goal of the RFP and Demo was to bring together multiple business units within Compassion (Global Mobility, Benefits, Payroll, Finance, and HR) and have them agree on the best partner forward to streamline their global EOR support.



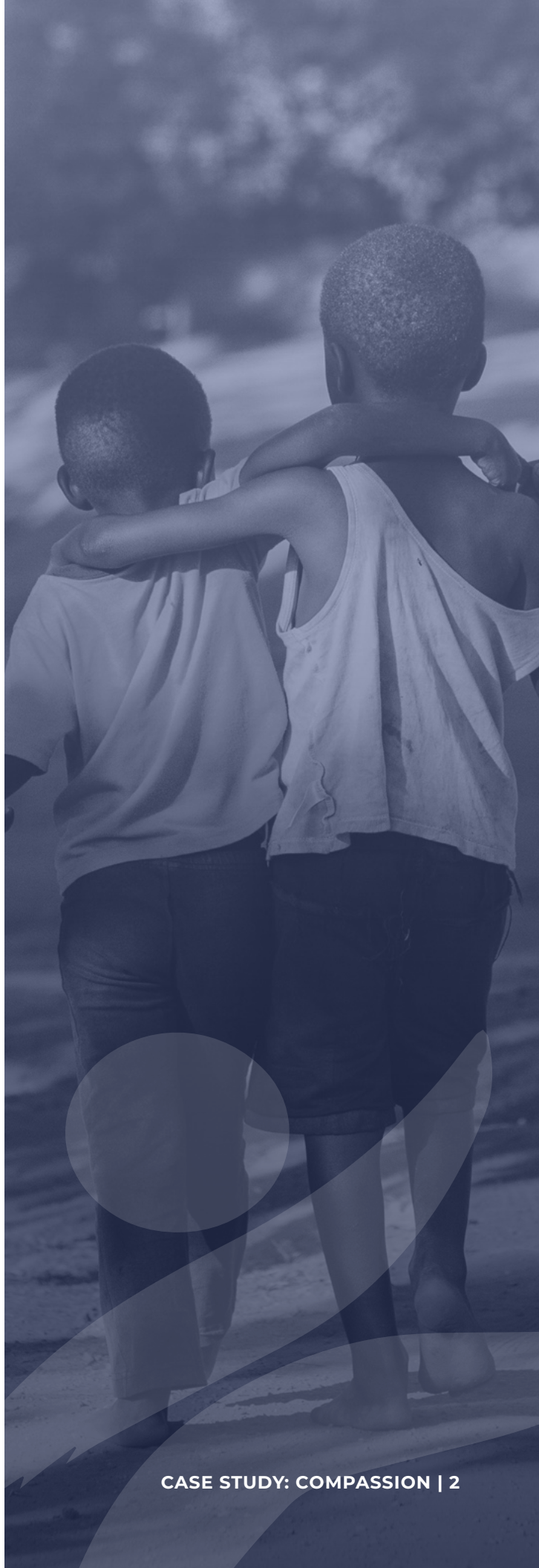
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PROBLEM STATEMENT

Compassion's main challenge was finding one provider that offered:

- ✓ Compliant global employment solutions
- ✓ System integration
- ✓ Easy reimbursements
- ✓ Employee-focused services
- ✓ Customizable onboarding
- ✓ Global immigration support
- ✓ Consistent daily processes

Since they had been using 3 different providers in a handful of countries, their HR team was trying to keep up and manage a range of different invoicing, onboarding, and payroll processes.



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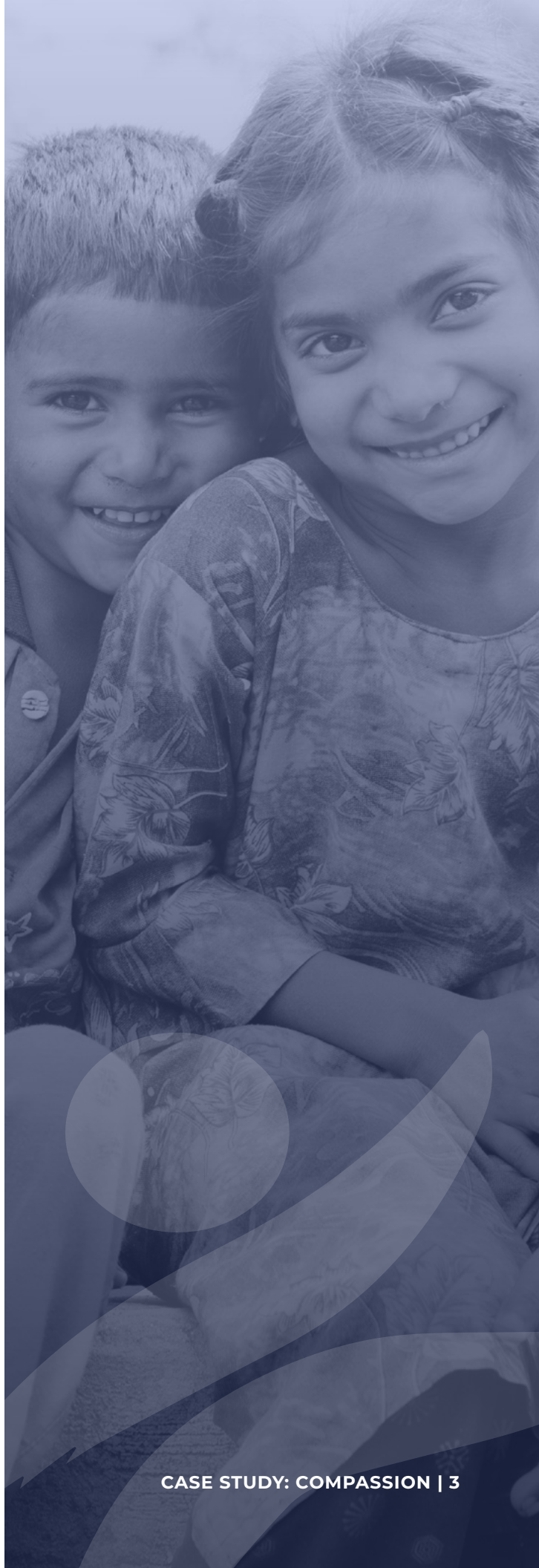
APPROACH & METHODOLOGY

After an extensive RFP process, Global Expansion (GX) was selected as the global provider for Compassion International's [Employer of Record \(EOR\)](#) due to our ability to meet the key criteria for Compassion's requirements.

GX showed our capability to support all needed countries, our consultative approach, and our client-focused Finance and Onboarding processes. We highlighted our [GX¹ platform](#), ensuring Compassion's employees would have a positive experience and providing complete visibility over their entire global EOR population.

During onboarding, GX held weekly calls with Compassion, advising on notice periods, transition details, switching global pension plans, and employee communication. We provided a roadmap outlining the steps for a full transition to Global Expansion.

The GX team also used [Monday \(CRM\)](#) to give Compassion full transparency and visibility into all the items we'd need to get through as a team to get their employees fully effective with GX worldwide.



04

ANALYSIS

We overcame several challenges throughout the Onboarding process, including a range of notice periods from Compassion's previous EOR providers and ongoing legal issues they were having with one of their EOR providers in particular.

With GX's guidance and advisement, we were able to set up a timeline that would create a welcoming and effective onboarding for Compassion's employees, while ensuring all notice periods and statutory requirements were successfully handled in the transition.

Because of GX's local expertise and knowledge, we were able to support Compassion through these complex processes for their global team.

Results & Outcomes

GX reviewed current contracts to ensure the new benefits plan matched or improved existing ones. We set a timeline to meet notice periods from previous providers and collaborated with Compassion on employee communications and town halls for a smooth transition to GX.



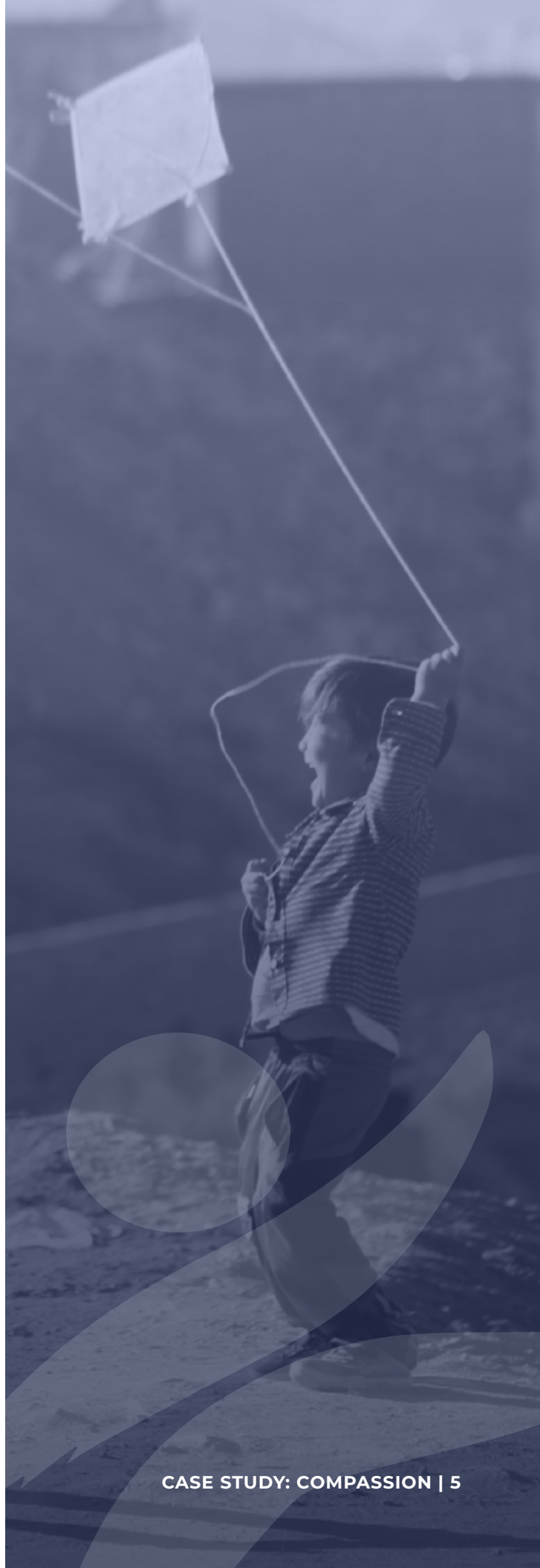
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LESSONS LEARNED & BEST PRACTICES

A thorough review of Compassion's current benefits policies and employment contracts was key. As they had been using multiple EORs in multiple regions, their current benefits offering was very different country and country, along with the contract language.

By getting guidance and assistance from our local teams in the applicable countries, GX was able to advise Compassion to:

- ✓ Create a simpler yet compliant structure for their global team.
- ✓ Set up weekly calls to improve communication.
- ✓ Use a Monday Board to inform and keep stakeholders accountable.



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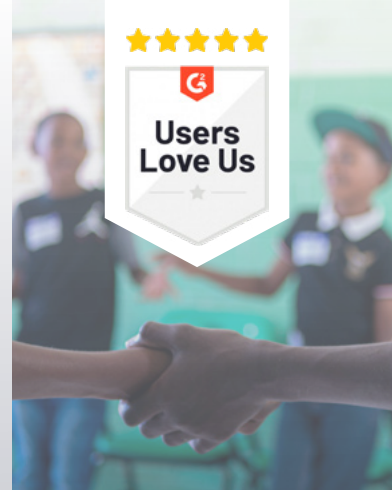
COMPASSION GAINS GLOBAL SUPPORT WITH GX PARTNERSHIP

Compassion needs to have a presence where their help is needed the most. These locations aren't always going to be countries with simple labor laws, comprehensive statutory benefits, or straightforward HR practices.

Compassion needed to have a trusted partner in place that could truly handhold them through the highs and lows of managing a global population and to date, they were struggling to find that type of resource and both they and their employees were paying the price.

Following the effective partnership of Compassion and GX, Compassion was finally in a place where they could have all their EOR support under one, comprehensive roof.

This not only brought local expertise and resources to their global mobility, HR, and payroll teams, but customization to their Finance team, a global benefits plan to their Benefits team, and extensive support and care to their employees around the globe.





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