



## CASE STUDY

# Quick, Timely Pickup of Support From Poorly-Performing Vendor Helped Client Close Quarter on Time, Streamline Multi-Country Operations

### THE CLIENT

Client is a technology company that creates products and services to make it easier for people to access music, movies, games, live streaming video and apps — on the devices and platforms they choose.

### THE CHALLENGE

The client had outsourced accounting, tax, and payroll for five subsidiaries in Austria, Netherlands, and Spain. They were facing ongoing quality and cost issues with missed deadline and increased compliance risks. The non-performing vendor left abruptly two weeks prior to quarter-end and payroll.

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*“Broad expertise across ERP, MRP, HR, Payroll, Expense Reporting and T&A Systems makes adapting to Client’s needs faster and smoother.”*

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### THE GLOBAL UPSIDE APPROACH

- Quickly developed an implementation plan with measurable milestones.
- Our team flew to the Client’s European Headquarters in London, coordinated with the former vendor, client’s local country teams, local third parties, and regulatory authorities as required.
- Created business process policies and procedures, eliminated unnecessary complexity and inconsistencies, got client in agreement, assumed full responsibility for the quarter close.
- Prior expertise in Oracle and ADP Streamline Payroll Systems made adapting to client’s systems fast and smooth.
- Focused on proactive issue resolution. For e.g. we spotted and fixed inaccuracies in VAT reconciliations, resolved 50+ open line items (several had been pending for over six months).
- Appropriately sequenced Payroll processing steps and eliminated bottlenecks to ensure ADP Streamline works smoothly.
- Standardized, simplified, and documented all business processes.
- Provided 24/7 support with dedicated client services managers available in client’s time zone.

## SATISFIED CLIENT

*"We needed immediate pickup across multiple countries. Global Upside delivered at a very short notice. They knew exactly what to do in all of our countries. They gathered all information and documentation from our former vendor, third parties, and internal teams, and then closed all loopholes. We not only got immediate support for what was a very difficult situation but are now running a more efficient global operation."*

## THE IMPACT

- 99% accuracy and a significantly improved close process
- Consistently delivering to a 3-day close cycle
- Accurate and timely multi-country payroll processing via ADP Streamline
- Properly defined and fully documented business processes
- Better compliance, lower operational costs
- Access to clear, accurate information that enables HQ teams to track trends and focus on strategic vision

## THE GLOBAL UPSIDE DIFFERENCE



**Expertise in  
90+ Countries**



**24/7 Support in  
Your Time Zone**



**Single Point of  
Contact**

Learn more at [www.GlobalUpside.com](http://www.GlobalUpside.com)



### ABOUT GLOBAL UPSIDE, INC.

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.

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