

Case Study

Going Global Overnight



The Need

After a large acquisition in 2015, Aclara Technologies, a world-class supplier of smart infrastructure solutions (SIS), had to onboard 200+ employees in Chile, India, Japan, Spain and the UK within an aggressive timeline. Aclara became a global company overnight and the team was faced with a mix of international payroll and legal entity setup issues. They had to react quickly to ensure the operations ran smoothly and their new employees' needs were met timely.

The Solution

An immediate need for Aclara was to get payroll setup for their newly acquired international employees in Spain and the UK. The team leveraged ADP Streamline – a global payroll software – but needed extensive support getting employee data into the system, planning for local statutory and non-statutory benefits and compliance, and eventually processing payroll.



Global Upside provided Aclara with an end-to-end solution. A dedicated team acted as their manager, advisor and provided the following:

- Joined all integration calls with the seller
- Took on the administrative burden of data gathering, checking and importing to new payroll software
- Created detailed country-specific checklists of documentation, data requirements, and special requirements e.g. pensions, child care vouchers, etc.
- Coordinated with all stakeholders (client's internal teams in headquarters and internationally, in-country service providers, seller and ADP) to successfully run payroll
- Helped navigate roadblocks e.g. there were certain challenges in managing the UK statutory payments during the initial months
- Global Upside organized all statutory payments within a very short deadline to avoid late penalties
- Kept management teams informed at every stage of the process
- Ran parallel payroll, provided full support for go-live and beyond
- Documented the payroll setup for SOX compliance
- Provided money movement services

“Global Upside brought all our international employees onto the payroll system in a short time period. They acted as my trusted advisor on the setup and ultimately process the payroll for me.

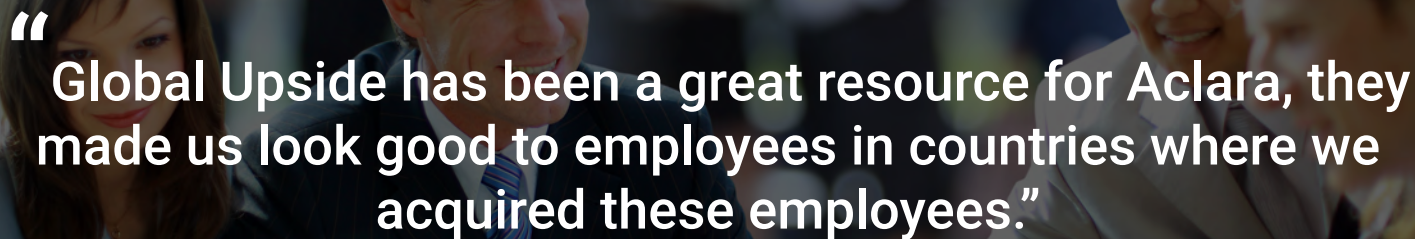
— *Chrissy Martel, Director of HR Operations,*
Aclara Technologies

After a successful collaboration in managing payroll for the UK and Spain, Aclara Technologies roped in Global Upside to manage their legal entity setup for Chile, India, and Japan. The company had dealt with multiple vendors during their Spain and the UK setup and quickly found out that the arrangement required excessive amount of coordination between different parties and still left gaps that could expose the company to compliance risks. With Global Upside, Aclara had 24/7 support from a single vendor with a single point of contact.

“ We partnered with one party who walked us through all the different aspects of setting up legal entities. We only had to deal with Global Upside. They have the expertise, and they have the in-country connections.”

Impact

- Quick pick up of payroll and legal entity setup support – helped the company successfully navigate an aggressive timeline and support their 400+ new employees
- Found a trusted advisor – took over the administrative burden giving the Aclara team room to come up for air and focus on their core business
- Consolidated services for six countries – reduced management effort and time in coordinating and managing multiple vendors
- Long-term partner – continues to support Aclara Technologies globally



“ Global Upside has been a great resource for Aclara, they made us look good to employees in countries where we acquired these employees.”

About Aclara Technologies

Aclara Technologies LLC is a world-class supplier of smart infrastructure solutions (SIS) to more than 780 water, gas, and electric utilities globally. Aclara SIS offerings include smart meters and other field devices, advanced metering infrastructure and software and services that enable utilities to predict and respond to conditions, leverage their distribution networks effectively and engage with their customers. Aclara Technologies LLC is owned by an affiliate of Sun Capital Partners.

If you have any questions about how Global Upside helped Aclara Technologies, or would like to know how we can help you, please contact us at info@globalupside.com or at +1(408) 913-9130.