

Getting Senior Executive payroll right

When a Japanese HQ conglomerate faced a long-standing issue of repeatedly failing to deliver accurate net pay to two Senior Executives, it called on Global Expat Pay for support. Not only was the issue creating an employee relations challenge but also undermining the Global Mobility function's credibility. Global Expat Pay not only helped overcome the challenge, but also made changes that would deliver long-term value through time and cost savings.

The customer challenge

Despite significant amounts of internal analysis, the Global Mobility and Payroll teams were finding it difficult to obtain and validate the data required to resolve the net pay issues for two of its Senior Executive, who had been receiving inconsistent net pay for the previous three years. It had eventually been escalated to the highest level within the organisation and was undermining the credibility of the Global Mobility business processes. The operation needed support rectifying the problem and ensuring it wouldn't happen again.

Global Expat Pay's response

Global Expat Pay was asked to support a full review of the payments made to the assignees to help answer their queries. Through our robust approach to data management and our understanding of Global Mobility processes, we were able to complete a forensic review of the assignees' pay over the three-year period, including the tracing of all payments in home and host countries. Our analysis was able to identify all historic payments errors and support the mobility and rewards leads in conversations with the assignee to close off the issue. In addition, we uncovered gross-up overpayments due to inconsistencies in home and host reporting. Global Expat pay has now implemented for the conglomerate a robust monthly data management process to collect, validate and report full and complete data in real time through payroll and associated tax compliance activities.

£250K

Annual cost saving



“Not only is the payroll process much easier, but the Global Expat Pay team spotted reporting issues which saved us over \$300,000 for two assignees.”

Global Head of Reward