eppione

How Eppione Powered Globalization Partners with Global Benefits Management

WHERE IT ALL BEGAN

When Globalization Partners (G-P), a global leader in Employer of Record (EOR) services, began scaling their international operations, they faced a daunting challenge: managing a range of benefits requirements across multiple countries, regions, and client types. Their HR and operations teams were slowed down by manual processes, complex eligibility rules, and the constant risk of compliance errors. Onboarding was slow and the support burden from poor workflows was mounting.

Eppione was the solution for them because the platform caters to large enterprises, looking to streamline global benefits. With our custom fields, easy-to-use platform, and flexible roll-out plan that fit their needs, it was a simple choice.

What G-P Needed

G-P's requirements went far beyond standard HR solutions. They needed a benefits partner capable of managing multi-country, multi-client benefit structures while ensuring legal, compliance, and operational efficiency.

> *"I was impressed with Eppione's platform flexibility, accommodating our unique needs with ease and efficiency. This adaptability has proven invaluable as we navigate the complexities of international employee benefits management."*
> *— Denis Kelly, Sr. Benefits Specialist at G-P*

What truly set their needs apart was the demand for:

- A multi-tenant structure to support multiple regional clients within the same country
- Highly complex benefit eligibility rules, tailored for each client and employee type
- Smart logic to route benefit policies to either regional or local brokers
- Automated syncing with G-P's internal systems (GPP), ensuring data integrity and real-time updates
- Conflict resolution logic to handle discrepancies between employer and employee benefit updates
- SSO and white-label branding for a seamless, clear user experience

Without a solution, G-P was facing significant manual overhead, duplicated work, a high risk of errors, and a cap on onboarding that threatened their growth ambitions.
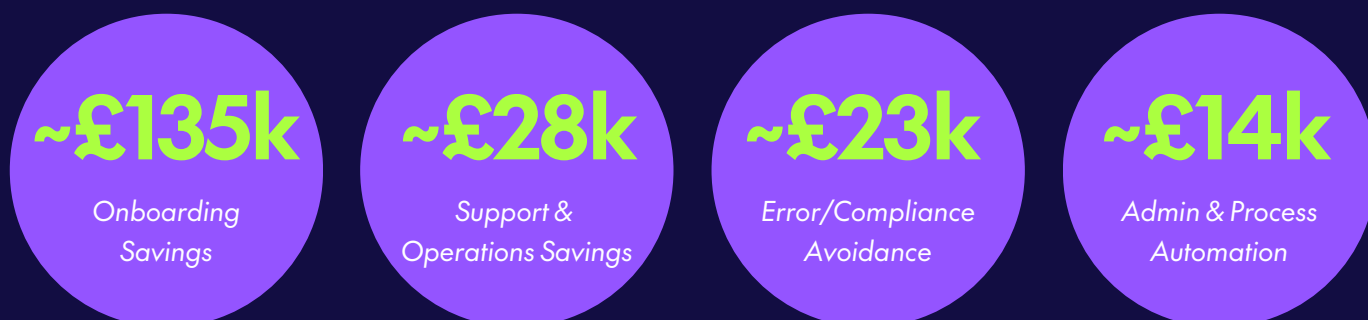
THE EPPIONE IMPACT

Eppione delivered a platform purpose-built for this complexity. Using a secure multi-tenant model, Eppione enabled in-country, multi-client configuration, allowing each client's unique rules and eligibility layers—age, status, relationships—to be managed visually and flexibly.

The system's smart logic differentiated employer-mandated updates from employee choices, reducing confusion and errors. A broker routing engine automated policy engagement, and seamless syncing with G-P kept customer and professional data up to date. The SSO-enabled, white-labelled UI made adoption easy and intuitive for all users.

The results were dramatic and measurable. Onboarding became quicker and easier. Benefit-related support tickets dropped by 20% thanks to self-service tools and clearer workflows. Sub-day syncing with override logic virtually eliminated manual errors, and both regional and local brokers could now be managed through a single system.

But the transformation went deeper. It's estimated Eppione's automation and smart workflows unlocked nearly £200,000* in recurring annual savings for G-P during Phase 1 of their roll out plan with ~1000 UK staff:

~£135k
Onboarding Savings

~£28k
Support & Operations Savings

~£23k
Error/Compliance Avoidance

~£14k
Admin & Process Automation

*The calculations of these savings are in Apendix

WHY EPPIONE WAS THE CLEAR CHOICE

G-P chose Eppione because it was designed for complexity, not just standard HR use cases. The platform's real-time logic enabled decision-making at scale, its integration-first mindset ensured seamless external syncing, and its visual, non-technical configuration empowered both brokers and clients to adapt quickly as needs evolved.

	Before Eppione	After Eppione
Activation Rate	Unknown	60% over 24 hours
Benefit-related support tickets	High	20% reduction
Payroll processing cycle	5 days, 2 FTEs	1 day, 1 FTE
Support load (HR queries)	40% of HR queries	20% reduction
Compliance risk	Ad hoc, error-prone	Rule-based, automated
Vendor management	Manual broker routing	Automated logic

60%
Activation/ Engagement Rate

-20%
Support Tickets

~£29k
Payroll Savings

-20%
Support Burden

Denis Kelly

SR. BENEFITS SPECIALIST, TEAM LEAD AT GLOBALIZATION PARTNERS

"As a fast-paced company specialising in global employment solutions, we rely heavily on the efficacy and flexibility of the services we use. That's why our collaboration with Eppione over the recent months has been so pivotal. The Eppione team has consistently demonstrated impressive project management skills, seamlessly adapting to the evolving scope of our benefits project.

It is clear that attention to detail is another cornerstone of Eppione's service. Whether it's handling employee queries or managing data security, their meticulous approach ensures nothing is overlooked, which is crucial in our line of work.

Our experience in terms of service support has been that Eppione's response times are exceptional. Their team is not just quick, but also effective—addressing our needs and resolving any issues with speed and accuracy. This responsiveness is essential for maintaining the momentum of our operations and demonstrates their commitment to service excellence.

Overall, our experience with Eppione has been overwhelmingly positive. Their Eppione team's professionalism and dedication have made them a valued partner to Globalization Partners. We look forward to continuing this partnership and are confident in the continued excellence of the Eppione service and solutions."

APENDIX

These are the estimated calculations of recurring annual savings for G-P
in the UK during Phase 1 of their roll out plan with ~1000 UK staff.

Area	Annual Value (£)	Details
Client setup	£120,000	50 hrs/month x £200/hr
Developer time	£15,000	10 hrs/month x £125/hr
Support time	£2,400	5 hrs/month x £40/hr
Manual data entry	£6,000	25 entries/month x 0.5 hr x £40/hr
QA review	£12,000	2 hrs/day x 20 days x £25/hr
Broker error avoidance	£7,200	10 errors/month x 1 hr x £60/hr
Rework/support tickets	£2,400	20 tickets/month x 0.25 hr x £40/hr
Password reset reduction & UX	£3,000	50 resets/year + improved UX
Insurer rejection avoidance	£7,000	5 rejections/year x £1,400
Reduced Eppione support	£7,800	10 hrs/month x £65/hr
Triggered benefit savings	£2,400	15 mins x 20/month x £40/hr
Override error avoidance	£6,000	2 issues/year x £3,000
Admin doc validation	£4,800	10 hrs/month x £40/hr

GET IN TOUCH

Most enterprise companies spend around 10%-20% of their salary budget on employee benefits. For a company with say 250 staff and a £20M payroll, that's £2-4 million per year. Eppione isn't just a Benefits Platform —it's a benefits ROI engine. Every pound we save goes back into the business, fuelling further expansion.

Eppione proved it could go beyond standard benefits administration to support G-P's deeply complex, global model with precision and ease. Today, G-P's benefits operations are not just compliant and efficient—they're a strategic advantage, delivering measurable returns across Finance, Ops, and Talent.

Book a Demo

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