



# Payroll and payments for the global workforce

Heriot-Watt University had around 100 employees living and working in Dubai and wanted to separate these employees from the UK payroll. However, they faced a number of issues preventing them from successfully planning and executing an in-house solution that could address these issues. They asked EQ (Equiniti) to provide and implement a payroll and payments solution that overcame the challenges they faced and which ensured that their employees based in Dubai received the correct payments in a timely manner.

**Heriot-Watt University wanted a partner that could offer significant help with managing these payments. They chose EQPay.**

## Challenges

- A number of their employees based in Dubai were deemed to be UK nationals while others were considered UAE nationals
- Approximately 10% of their employees were paying UK National Insurance
- More than 10% of their employees were paying UK student loans

## Solution

EQ (Equiniti) presented the university with a combined global payroll and payments solution that best suited their needs. Within a ten week period, we helped the university establish a separate payroll for their Dubai-based employees, converting GBP to AED.

This included the provision of payslips showing:

- Net pay in GBP
- Currency exchange rate
- Net pay in AED
- Provision of a payments service Beneficiary payments

## Contact us

For more information on this case study, or to talk through the payment challenges facing your organisation, please contact us as [payments@equiniti.com](mailto:payments@equiniti.com).

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The project went really well due to the fact that we had open and honest conversations. The level of knowledge held by EQ (Equiniti) enhanced the process. The EQPay site makes the processing of the salary payments seamless. Plus, it validates all the bank details, thus ensuring all payments sent are in the correct formats increasing the number of payments sent straight-through, ensuring the recipient receives their payment in a timely manner.”

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The employees are now paid in dirhams and the correct amount of local currency is received due to the way we EQ (Equiniti) apply the exchange rate. They can now also use their payslips for loans if required.”

**PAYROLL MANAGER, HERIOT-WATT UNIVERSITY**