



A Business Payments Platform for Small, Medium and Large Enterprises

Payroll & Reward

Making sure that all employees are paid on time, in full no matter where they are in the world is arguably one of the most important functions of any business. With ever-changing in-country legislation and complex risks to manage, working in payroll is far from easy. That's where we come in.

We provide payroll and reward teams with access to over 180 countries and over 130 currencies via our single easy-to-use platform or API. Clients have a range of payment methods and delivery speeds to choose from and the option to enter payment and beneficiary data either manually, via file upload or API.

Essentially, EQPay enables small, medium and large companies across a range of industries to make payments to virtually anywhere in the world in virtually any currency.

Industries that we work closely with



Manufacturing



Real Estate



Construction



Legal



Financial Services



Travel



Pharmaceutical



Retail & Wholesale



InfoCom



Education



Transportation



NGO



Media



Many more...

Features that our payroll clients particularly value:

- **Workflow authorisation:**
We can tailor authorisation processes to match your internal processes and checks. For example, you may want to separate who in your team builds the payments and who authorises them. We also support differentiating the approval processes in place based on the value of payments, meaning that you can require multiple or more senior approvals for large value payroll payments.
- **Payment processing date:**
Many of our clients want to know that the administrative processes behind their payroll payments have been completed ahead of the payment processing date. They also value knowing how much it will cost to convert currencies in advance. With our payment processing date feature, our clients can book the currency they need, confirm the rate and then pick a date within the following 30 days for the payments to be executed.
- **Mass payment upload:**
Our platform can handle thousands of payment lines across multiple currencies within one file. This minimises the upload time of payment files and helps make the process of paying large amounts of people quick and easy.

In essence, our aim is to make international payments simple for our clients. Alongside our easy-to-use platform, our expert team have leading knowledge on a range of payment methods and in-country requirements and are there to help you every step of the way.

Case studies

We service a large number of organisations, all of which were facing varying challenges with their global payroll payments.

Here are a few client stories that highlight these issues and how EQPay enabled them to overcome their challenges and reduce their exposure to risk.

A close-up, shallow depth-of-field photograph of a microscope lens, showing its metallic structure and the glass element. The background is blurred, showing other parts of the microscope and a white surface.

Payroll accuracy for a global clinical research organisation

As an employer of a global workforce, our client, a leading Clinical Research Organisation, is responsible for the delivery of payroll payments to more than 1,800 employees in 15 countries, including Austria, Greece, Switzerland and Lithuania.

The company's payroll team were faced with a number of challenges in managing the various global processes which required specialist staff around the world to handle the international payments.

They identified an urgent need to outsource this work to a single trusted partner who would be able to manage the different banking challenges across all the countries where it had staff.

They were looking for a partner with access to a reliable network of delivery channels to ensure payroll payments were made on time and for the correct amount. They chose EQPay.

Challenges

The organisation was looking for support from EQPay on several fronts:

- **Timing** – many payments were not reaching employees at the correct time
- **Accuracy** – employees did not always receive the right amount of net pay
- **Consistency** – payments weren't always attributed in the same way on wire transfers, making it difficult for employees to match payments to their salary documentation
- **Charges** – fees and other charges were being deducted from payments, resulting in employees receiving too little pay

EQPay's task was to help ensure that employees received the right amount of pay at the right time and that they could identify the payment as having come from their employer.

“

We were facing a number of challenges that essentially prevented our teams from ensuring that all international payroll payments reached our people on time, for the full amount and with correct attribution. Rectifying those issues diverted our time and attention away from day-to-day tasks and put unnecessary strain on the relationship between the company and its global employees.”

VP OF FINANCE,
CLINICAL RESEARCH ORGANISATION

Solution

Together with the Clinical Research Organisation, EQPay worked through a phased implementation plan for an end-to-end payments process, focussing on the most problematic countries first. The solution was effective in removing the need for in-country providers and, in most cases, intermediary banks and related fees. Further, the solution also ensures employee payment instructions are formatted and delivered consistently, with an option to execute bulk payment uploads to reduce the time and effort required to manage high volumes of payments.

The result

The partnership between EQPay and the Clinical Research Organisation has achieved their key objectives and vision for a single provider that is able to help ensure that consistent payment delivery across 15 countries with collaboration ongoing to roll-out the approach across further countries.

“

Using EQPay's single platform has drastically reduced the amount of time spent by the team planning, executing and reporting on our international payroll and has removed the hidden fees that we were being charged in the past. Our employees are now being paid on time, in full and in their currency of choice. We're looking forward to rolling out the solution to support our payments to other countries as our global presence continues to grow.”

VP OF FINANCE,
CLINICAL RESEARCH ORGANISATION





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

“

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.”

“

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**

Make business payments via individual, file upload or API, using funds stored in virtual bank accounts, to virtually anywhere in the world in any currency

Access to virtual bank accounts

01

Branded under own business name

02

Store, pay and receive funds in up to 26 currencies

03

Able to support high value and large volume payments

04

Easy to move money out to your traditional bank account

3 ways to make business payments



MANUAL



FILE UPLOAD



API

Using funds stored in Virtual Bank Accounts (VBA's)



180+
Countries



130+
Currencies

We're part of EQ

EQPay is part of EQ, The Equiniti Group. EQ is listed on the London Stock Exchange with a global workforce of over 5,000 employees and provides a range of services for private and public organisations, including; shareholder, pension, regulatory and investment services.

- 300bn GBP was processed by EQ in 2019 alone
- 70% of the FTSE 100 work with EQ
- 36m people benefit from our services globally
- 5000+ employees worldwide



Some key benefits to working with us

Range of cost-effective business payment methods and delivery speeds to choose from



4 payment delivery methods to suit your needs

- Standard wire transfer
- Urgent wire transfer
- SEPA
- ACH

With 3 new methods coming soon

- Payment to card
- Digital wallets
- Instant SEPA

3 payment delivery speeds to suit your needs

- Same day
- 24-48 hours
- 2-3 days

Efficient and customer-friendly platform for maximised productivity



- Easily view and edit payment and beneficiary data
- 3 easy ways to enter payment data: manually, file upload, API
- Currency margins and transaction fees agreed in advance

Security and data protection



- Our technology is hosted in data centres accredited with ISO 27001
- Transaction monitoring, payment screening and safeguarding of funds
- Multi-level admin, user and viewer access
- Transaction processing and workflow authorisation that can be tailored to replicate your internal process

Customer-focused service and support



Our expert Payment Services and Relationship Management teams are available by phone or email to help you every step of the way.

Other types of business payments we support



Pension



Supplier



Corporate Action



Royalties



Compensation



Dividend



Customer



And many more..



To discuss any challenges that you are facing with your international payroll payments, or to learn about about how we can help, please reach out to us at:

Payments@Equiniti.com

We look forward to working with you.

Equiniti Global Payment Limited, trading as EQPay, is authorised and regulated by the Financial Conduct Authority under the Electronic Money Regulations 2011 for the issuing of electronic money. Registered office: Elder House, St Georges Business Park, Brooklands Road, Weybridge, Surrey KT13 0TS. Registered in England and Wales No. 06135586. Part of the Equiniti Group.