

Navigating Global Workforce Management:

A Comprehensive
Buyer's Guide for
Businesses Expanding
Globally

IRIS

Navigating Your Global Workforce

Because of our digital and interconnected world, businesses are expanding beyond borders faster than ever. While growing your company to new markets and expanding your footprint can be a powerful resource, there are new challenges that come with managing a global workforce.

This guide will help walk you through what you need to know about global workforce management, so you don't make some of the most common and costly mistakes.



What Is a Global Workforce Management Solution?

A global workforce management solution is a comprehensive solution that manages all aspects of your international workforce. No matter if you're expanding to your first country, or you already entered multiple countries and are in your next wave of expansion, a global workforce management solution manages everything for you, from recruitment to payroll and all the intricate details in between like compliance.

A global workforce management solution should include:



Recruitment

Having the right talent for your company in a new market is central to your success, but finding those people can be tricky when you're new to the market. A global workforce management solution has knowledge and experience in expanding into new markets and knows how to best find and attract talent to your company in that country so you have the talent you need to succeed.

Payroll

Your employees need to be paid consistently and correctly, on time, every time, but international payroll is complex. Dealing with exchange rates, international banks, and international regulations, can be overwhelming. A global workforce management solution handles everything for you, so you can focus on running your business and rest assured that payroll is always being processed correctly.

Compliance

Just like how in the United States you have to be compliant with federal, state, and local laws and regulations when entering new markets, you are required to follow all relevant legislations and regulations that apply to your business. Not following these regulations can lead to fines, legal action, and even the loss of a business license, making it impossible for you to do

any further business in that market. A global workforce management solution ensures your company complies with all relevant legislation and regulations for you, so you can focus on other areas of your business.

Labor Laws

Labor laws help ensure that employers are treated fairly and not exploited. In the US, we have labor laws like the Family and Medical Leave Act (FMLA), Fair Labor Standards Act, and Equal Pay Act, but those are not universal laws. Each country has different labor laws and standards to help protect its citizens when they're at work. When your business expands to a new market, you are expected to know and follow the labor laws. A global workforce management solution keeps track of all international labor laws and ensures your company remains compliant, handling these complexities on your behalf.

Employee Benefits

Employee benefits traditionally include benefits like health insurance and retirement benefits, but each country has very different mandatory benefits that must be provided. A global workforce management solution knows what benefits are required by law, as well as which benefits are not legally required, but are culturally expected.

Benefits of Using a Global Workforce Management Solution

A global workforce management solution is an investment in your company's success and global expansion. Here are five of the biggest long-term benefits they can provide your company.

1. Streamlined Operations

Global operations in payroll, HR, and management require a major investment of time and resources to manage if they are done entirely in-house. A global workforce management solution streamlines those processes by providing comprehensive coverage for all of your HR, payroll, and talent management needs. We don't just assist, or offer guidance, we provide complete coverage for your global operations, allowing you to focus on other revenue generating areas of your business.

2. Compliance

Compliance is not optional. Non-compliance can result in fines, legal penalties, potential imprisonment, and even the loss of your business license. A global workforce management solution handles all your compliance needs across borders. It helps you adapt your processes to meet international standards and stays up to date with changing regulations, ensuring your business remains compliant in every country where you operate.

3. Scalability

You shouldn't have to find new solutions for your company every few years. The solutions you choose today should support your business for the long term and scale with your growth. As you enter new markets, expand your workforce, and

face new challenges, you need a solution that can guide you through every stage of expansion. The right global workforce management solution offers comprehensive support, not only for your initial market but for all countries worldwide.

4. Cost Effective

Creating an in-house team that manages all of the complexities of global expansion can be costly. You need experts in global legislation, international human resources, employee benefits, culture, and banking, as well as experts in the field. Finding and establishing that network of professionals requires significant time and money—and must be done before you can even begin expanding or see any potential profit. A global workforce management solution eliminates this burden, allowing you to use an established network of professionals and experts, enabling you to enter the global market faster and more cost-effectively, with the potential for earlier returns.

5. Employee Satisfaction

When you hire international employees, they expect standard benefits and compensation for their market. It's not their responsibility to guide you or wait while you navigate these processes. Delays in providing even basic benefits can lead to dissatisfaction and make it harder to retain talent. A global workforce management solution ensures you meet these needs from day one, delivering the support, benefits, and resources employees expect. This enhances employee satisfaction, reduces turnover, and strengthens your company's reputation in the international market.

5 Key Features to Look for in Your Global Workforce Management Solution

Not all global workforce management solutions are created equal. To avoid choosing one that you'll need to replace in a year, here are five key features to look for. These will help you select a provider that offers comprehensive coverage and is designed to scale as your business grows.

1. Global Coverage

Cutting corners when selecting a global workforce management solution often means choosing a provider that only covers a single country or region. For example, if you want to expand to Thailand, it makes sense to want to look for a partner that specializes in Thailand. You're not interested in whether they cover Russia or Brazil, because your focus is on Thailand. While this can help in the short term, as you continue to expand a limited provider will only hurt you in the long-run.

Instead, choose a provider with a proven track record of delivering global coverage across multiple countries. By opting for a true global solution, you'll have consistent, reliable coverage no matter where your business expands. With the right provider, you can begin in Thailand and later expand to Germany or South Africa using the same trusted tools and resources.

2. Law and Regulation Compliance

Laws must be followed. Unfortunately, it's common for governments to enact legislative changes and alter established standards. You need a global workforce management solution

that researches potential legislative changes, knows when new policies are enacted, and can ensure your business's compliance.

3. Benefits and Compensation

Each country and community has different expectations about accepted benefits and compensation. These expectations start with the required legal benefits and can include benefits like maternity and paternity leave, unemployment benefits, and life insurance. However, the legal expectations are the low end that your business has to meet.

In many countries, there are cultural expectations that while they aren't law, are expected from its citizens, like France's [13th month salary](#). This is the tradition of paying employees in December an extra month's worth of salary. It's not written in law that employers have to do this, but it's common practice and employees expect it

from employers. You need a global workforce management solution that understands international benefits and compensation not just from a legal perspective, but also from a cultural perspective. This helps ensure your company isn't providing the bare minimum but is going to go above and beyond to understand the unique cultures and communities that surround your business.

4. Global Workforce Management

Your global workforce can come in a large variety of international citizens with a variety of needs including passports, work visas, work permits, and even possible international relocations. Your global workforce management solution should be able to provide a bespoke solution to each of your global workforce questions and problems.

5. International Payments

It's best practice to pay employees using a bank that is local to your employees, however, that means managing international money transfers and navigating the exchange rate market. Your global workforce management solution should simplify international payments, making it easy to pay employees consistently through a secure process with minimal fees or charges.



How to Choose the Best Solution for Your Business

Choosing a global workforce management solution is a major decision for your business. Rather than taking the first solution that you find, here are five steps you can take to find the best long-term solution.

Step 1: Assess Your Needs

To make the best decisions, you need to know what you're in the market for. Questions you should find answers to these questions:

- What are you looking to gain from going international?
- Which market(s) are you looking to expand to in the next year, or in the next five years or even in the next ten years?
- What are the logistics of operating in the selected market(s)?
- How large of a workforce will you need in each new market?
- How will you lead, manage, and communicate with your global workforce?
- Will you need to relocate any of your existing employees to help kickstart the new market?
- Do you expect your global employees to work remotely or do you need to establish a workspace for them?
- What key metrics will determine the success of your expansion?

By establishing a foundation of your needs and expectations, you will have an easier time finding a solution that best fits your needs.

Step 2: Evaluate Providers

As you begin narrowing down which provider is best for your business, take time to research their experience in the field. While a newer provider might offer lower prices or big promises, they often lack the established network and proven practices that come with experience. Your business needs a reliable provider you can trust to get things right every time—not a startup that may struggle to deliver essential services like payroll and HR for your international team.

Step 3: Compare Features

Once you have narrowed down your options to providers who have a service record you can trust, compare the coverage and features they provide.

Look for features that will benefit your company and scale with you as you continue to grow. Of course, your provider should have experience working with and in the market(s) you're looking to enter right now, but they should also provide coverage for what you are planning for in the future.

The first step onto the international stage is a big one, but hopefully, it isn't the last. You need a partner who will help propel you into the global market and be with you as you continue to open new markets.

Step 4: Consider Costs

With a limited budget, it's crucial to carefully calculate and stay aware of the total cost of different global workforce management solutions.

Keep in mind that the initial price of a global workforce management solution doesn't reflect the cost savings and efficiencies it will bring to your company. With the right partner, you eliminate the need to build an in-house team to handle global expansion. Payroll, HR, and talent management are taken care of by experts, ensuring these tasks are managed accurately. This simplifies your internal processes, giving you more time to focus

on growing your business, rather than getting caught up in bureaucracy, administration, and navigating foreign regulations.

The cost of a solution isn't just how much it will cost as an up-front or annual fee, but also the opportunity cost it provides you and your business by giving you your time back to work on the tasks that matter most.



Simplify Your Global Expansion with IRIS

IRIS Global Workforce Management has built a global network that spans over 130 countries, reaching 90% of the global workforce. We go above and beyond to support your international growth, offering flexible and affordable solutions that scale with your business as it grows. With IRIS, you'll have a dedicated support contact—an expert who knows your name and your company—so you can always rely on trusted guidance, not a generic call center.

Whether you're expanding by one employee or one hundred, **IRIS Global Workforce Management** helps you tackle your workforce challenges and achieve your goals. Discover how we can support your company's international expansion today.

IRIS Americas is part of IRIS Software Group. IRIS payroll solutions exist to take the pain out of processes and enable professionals working in CPA firms and payroll service bureaus businesses comply with regulations, improve efficiency and drive growth. IRIS Americas brands include IRIS Star Practice Management, IRIS Global Workforce, IRIS Innervision, IRIS Practice Engine, Doc.It, PSI Payroll, IRIS HCM, Apex, AccountantsWorld, Senta and Conarc.

IRIS partners with thousands of CPA firms, payroll service bureaus and small to midsize businesses across North America, including 52 of the top 100 US CPA firms. We offer innovative Payroll and HR solutions, making us the preferred partner in the region. Globally, IRIS serves over 100,000 customers, with 80% having tenure of five or more years.

