

CASE STUDY

Streamlined Success: How **KBR** Overcame EOR Challenges with **Global Expansion**

**GLOBAL
EXPANSION**



EXECUTIVE SUMMARY

KBR delivers science, technology, and engineering solutions to governments and companies around the world. It employs approximately 34,000 people performing diverse, complex, and mission-critical roles in 33 countries.

The company partners globally to provide technology, value-added services, and long-term operations, ensuring consistent and predictable results. The new Director of Mobility aimed to centralize global functions to improve processes, visibility, and compliance.

While reviewing global projects, the Director found issues with the current Employer of record (EOR) services, including poor service, communication gaps, invoicing problems, and long delays in hiring ex-pats.

One ex-pat had been waiting six months for entry into a country, with no timeline or escalation from the current EOR provider.



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**GLOBAL
EXPANSION**

01

INTRODUCTION

KBR, is a global organization, with multiple projects worldwide to support its clients. These projects must start quickly and on time to meet client deadlines and deploy critical talent.

The Director of Global Mobility was assigned to review KBR's use of Employer of Record (EOR) services. This included evaluating the current provider's support for global projects, identifying any employee entry delays, and determining the need for additional project support to improve visibility, cost transparency, and accountability.

The Director sought a global company experienced with complex, project-based work, capable of supporting both corporate and government projects with diverse job roles, including high-risk categories. Key requirements were quick market entry, extensive location coverage, and the ability to meet tight deadlines.



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PROBLEM STATEMENT

The new Director of Global Mobility launched discussions with Global Expansion (GX) because it became clear a new provider needed to be implemented because of the lack of service from the current provider, lack of response, and lack of knowledge.

Internal complaints prompted immediate action by Upper Management to quickly source a new provider while still following all the detailed procurement and compliance guidelines.

After several discussions and consultations, Global Expansion (GX) was chosen for its expertise, consultative approach, global reach, fast market entry, operational efficiency, and proven track record with similar organizations like KBR.



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APPROACH & METHODOLOGY

The new Director of Global Mobility sought a customer-focused EOR with a global presence, experience with similar organizations, and the ability to support various projects and business units quickly.

GX helped develop a strategy and timeline to transfer employees from the current EOR, resolve long-term cases, and expedite professional entries into host countries. We introduced a flat fee model for easier budgeting and a single technology platform for better visibility and tracking of employees and projects.

This change improved the employee experience, built trust within KBR's internal teams, and allowed the Director to streamline services across multiple business units.



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LESSONS LEARNED & BEST PRACTICES

During this exercise with KBR, it became very clear that many EORs promise global solutions and then cannot execute or do not have the knowledge or bandwidth to perform the services timely and efficient.

It became very evident that many EORs have a call center approach for a service model with many different service people supporting the client and KBR was very impressed with the dedicated single point of contact for accountability and service as well as the consultative approach to assist multiple projects globally for cost projections and immigration timelines to support in planning and employee selection.



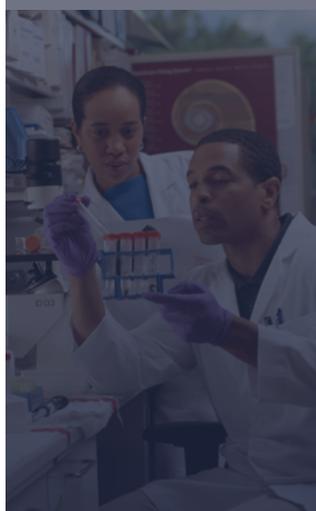
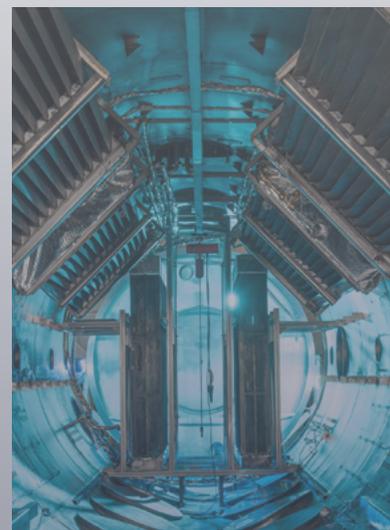
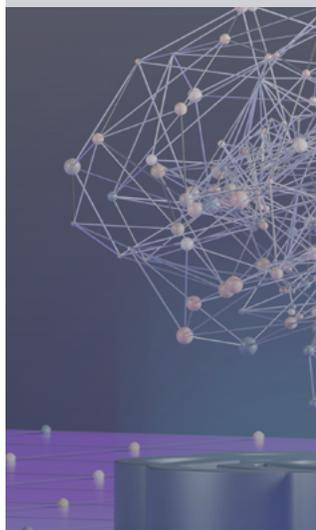
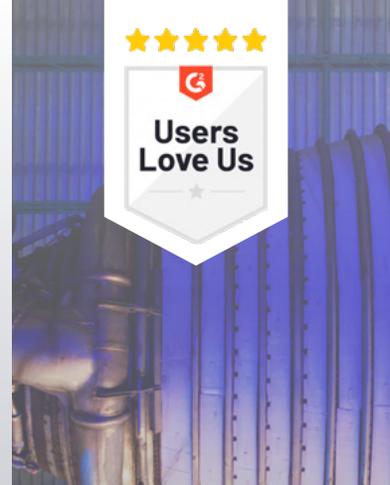
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GX BOOSTS KBR'S GLOBAL OPERATIONS

Implementing Global Expansion's services with KBR has been smooth and interactive.

GX has delivered key results, improved the experience for employees and stakeholders, and streamlined efficiencies. This allows KBR to manage their project employees with clear visibility and transparency.

GX's experience with companies like KBR has allowed guidance and operational excellence in the servicing of their employees and clients globally. GX is supporting key projects in Italy, Spain, Africa, and other locations globally.





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