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"Access to iiPay reporting, data and analytics was one of the most attractive things about iiPay. With access to that information, we could improve our internal reporting, support audit efforts, and solve queries rapidly."



Executive Summary

Tripadvisor is the world's largest travel guidance platform available in 43 markets and 22 languages. In 2014, Tripadvisor was looking to consolidate from various global payroll providers. Each group delivered different reports and varying levels of service.

iiPay supported Tripadvisor's growth through several acquisitions – from 14 payrolls in 12 countries to **38 payrolls in 25 countries.**

Why iiPay

Tripadvisor needed a global payroll partner that could deliver consistently, reliably, and maintain compliance with local laws and regulations while developing standardized processes and reporting worldwide.

"I would leave one of our merger and acquisition meetings, and my first call would be to iiPay. I'd say, 'All right, we're going into Turkey. I need to find out what I need to know, what kinds of documents I need, how to make this happen, and I need to make it happen in a month.' Speed wins. And iiPay delivers."

Success at a Glance

Industry: Travel

Challenges:

- Multiple country providers.
- Different reporting from each provider.
- Custom reports required providers, which cost time.
- Historical data was a time-consuming task that required requesting and assembling data manually.
- No integration with Finance or HR.

Business Impact:

- Tripadvisor operates global payroll from just two locations in London and Boston, without hiring local teams in each country.
- All 38 payrolls in 25 countries are operating at 99.8% accuracy and on-time delivery.
- Tripadvisor easily accesses up-to-the-minute payroll data.
- There are standardized reports, processes, data, and queries worldwide.
- Tripadvisor's internal payroll team easily runs most requests for specific reports with no waiting.
- iiPay manages compliance with each country's laws and regulations which is especially important during the acquisition of new businesses to get them operational quickly.



The Challenges

Fast Business Growth

Tripadvisor needed to make its international payroll manageable. In 2014, Tripadvisor's internal payroll group had grown their operations under the pressure of the fast expansion of the business. They'd enlisted two global payroll providers, ADP Streamline and Celergo, and several in-country providers.

Work-Intensive Manual Tasks

The providers locked Tripadvisor's payroll information into uneditable monthly PDFs. Every provider made up their reports with different details and structures. The in-house payroll group would spend days typing data into spreadsheets from the local reports to gather historical and comparative information.

There was no integration to get Finance or HR the payroll statistics they required.

Service Levels

Providers did not all have the same sense of urgency and client service when submitting payrolls or making changes. They could take days to decide if a custom report was even possible and then more time to generate the report – and every request seemed to require paying extra.

Providers were not always proactive about alerting Tripadvisor about regulatory changes and enactment dates, increasing the costs and risks associated with non-compliance.

The Solution

- iiPay dedicated a team for expert 24/7 support to Tripadvisor businesses and employees.
- iiPay coached the Tripadvisor internal team and helped them create scalable processes.
- iiPay continually helps navigate complex and ever-changing legislative rules to remain compliant in all the countries where Tripadvisor operates.
- iiPay experts t the best support available for both our employees and the business.
- Innovative Client Solutions:
 - Automated verifications
 - Payroll data analysis Insights 2.0
 - Standardized Global Portal user interface
 - Intuitive and secure employee portal

“The iiPay Global Portal provided extremely valuable information and guidance during the COVID-19 pandemic, something that has been especially valuable to us, given the impact that it has had on the travel industry.”

The Results

- ✓ High quality of service for 7+ years
- ✓ Employees are paid on time and accurately around the globe
- ✓ Integration with General Ledger reporting has simplified procedures with our accounting team.
- ✓ iiPay takes ownership of every payroll challenge to achieve a timely resolution
- ✓ iiPay has become an extension of the Tripadvisor payroll team

Takeaways for Others

Consistency and standardization in structure, processes, and reports across all payrolls worldwide are critical to integrate new business units rapidly during periods of fast-paced mergers and acquisitions.

“iiPay solved the problem of inconsistent reporting across multiple vendors by putting the data and employee records where we can access what we need and when we need it.”

All quotes:

Michele Perachi

Tripadvisor

Senior Global Payroll Manager