



## IG Index

"Opening sales offices in three new countries each year, with the same payroll solution"

Mary Borland, Payroll Manager



### The challenge

### How to keep up with a rapid international expansion

A market leader in financial spread betting, IG Index has been opening sales offices in three new countries each year since 2007.

How can this UK-headquartered company monitor in-country payroll production without worrying about different local rules and legislations? IG Index found the right solution by using ADP Streamline, the multi-country personnel administration and payroll service of ADP.

### IG Index: a market leader in spread betting

- Develops and sells innovative financial derivative products, leveraged from indices or values traded on stock markets.
- Network of worldwide trading desks open 24/24, taking orders by phone or via Internet.
- Revenue of 126.5 million GBP for the last six months of 2008.
- Annual growth of 47%.
- 36,000 new accounts opened in 2008.

### The solution

### A single BPO solution

IG Index receives a single contract for all its European sales offices: benefiting from a common methodology via consolidated services and dedicated support across each country. The ADP Streamline multinational team manages initial implementation, end to end payroll, personnel administration, third-party liaisons, as well as reporting consolidation. This team involves in-country experts managed centrally by a dedicated Account Manager within ADP Streamline – one point of contact for IG Index, one solution and technology framework to use.



#### North America

USA – 50 employees

#### Europe

UK (headquarters) – 550 employees  
Germany – 12 employees  
France – 6 employees  
Spain – 6 employees  
Italy – 5 employees  
Luxembourg – 1 employee  
Sweden – opening in 2009

#### Asia-Pacific

Australia – 100 employees  
Singapore – 13 employees



## Five key success factors

### 1 "I deal with a single account manager for all countries"

From the United Kingdom to Sweden, IG Index has to face very different types of legislation. From Luxembourg to Italy, the company deals with widely diverging economic situations and compensation practices. Lastly, staff in the different European sales offices range from 12 to...1! In each case, the ADP Streamline Account Manager acts as a single point of contact, assisting in the education process and adopting consultative practices to avoid any unforeseen challenges. *"Having implementation in new countries and service in existing ones coordinated by the same person is a real plus."*

### 2 "I no longer have to deal with local authorities"

No administrative hurdle, no more slowdown in IG Index growth dynamics: the solution complies with all local regulations and any possible modifications. This reduces the level of risk, complexity and distraction to overall business aspirations.

### 3 "My partner keeps pace with our expansion"

ADP Streamline today covers all major markets as established in by multinational companies. As IG Index diversifies with success, they can be confident that ADP Streamline has the ability to proactively cover new geographies.

### 4 "I monitor each step of the process, in each country"

*"I need to keep an eye on all countries we take on, that all have different payroll timings."* Mary Borland monitors her multi-country payroll data workflow and production timings within the StreamOnLine secure BPM platform. This on-line tool automatically triggers the different process steps, and shows where the payroll process stands, at any time in any country.

### 5 "The consolidated HR report is useful for management control"

ADP Streamline provides IG Index a set of consolidated reports in English, covering HR and payroll metrics, headcount analysis, turnover analysis...

#### Why ADP?

"For years, ADP has been producing payroll for us in the UK, bringing a high degree of satisfaction. But international payroll management conceals specific challenges. We chose ADP Streamline notably for the availability of a dedicated Account Manager. The offer also proved to be customisable, when we requested some specific reporting."