



## Case Study:

# Managing global business travel compliance with Topia

## The Challenge

Infor is a large multinational technology company with a global presence in over 40 countries. By the nature of their business, a significant portion of employees are required to travel regularly for work. This high volume of business travel opens up Infor to compliance risk and in the early 2010s they were audited in both the US and the UK. The key challenges Infor faced:

- Accurately tracking 6,000+ global travelers annually
- Complex and varied regional compliance requirements to adhere to with 100+ countries touched as well as all 50 US states
- 300+ ongoing projects with the need to understand what type of work is being done when travel occurs
- Increased risk of audit from international authorities for tax and immigration compliance

To manage this complex population of mobile employees, Infor formed a Global Mobility team with a strong tax background. They quickly realized that to keep up with regulatory compliance from the large number of countries and jurisdictions touched by their business travelers, accurate and up-to-date data would be key.

**“I don’t think anyone had a handle on how much travel was actually going on or how much risk there was. There wasn’t good data to analyze.”**

- Lynn Johnson Tracy,  
Director of Global Mobility and  
Equity Programs, Infor

## About Infor

The Infor logo consists of the word 'infor' in a white, lowercase, sans-serif font, set against a red rectangular background.

Infor provides enterprise software solutions that are built for the cloud. From Manufacturing to Healthcare to Retail, Infor covers all industries and has ERP end-to-end solutions that are brought together by artificial intelligence technology. Learn more at [www.infor.com](http://www.infor.com)

- Annual revenues of \$3 billion
- On-site system planning, design, and implementation
- 17,000 global employees
- 95 active legal companies in over 40 countries
- 68,000 global customers
- Acquired by Koch Industries, Inc. in March 2020



## The Solution

Infor needed a technology offering that would automate business travel tracking, streamline payroll withholding, flag potential immigration events, and provide reliable data in case of future audits. In addition, they came to Topia looking for a solution that would:

- Track employee footprint, identifying when employees crossed thresholds in host jurisdictions
- Provide an unintrusive, easy to use solution and user experience for employees
- Maintain privacy and data security compliance with the various international privacy regulations

Seeing that Topia offered the best solution to meet their needs, Infor moved forward with a phased rollout of Topia Compass, country by country, with the initial set of travelers implemented on the system in a few short weeks. A phased rollout approach was used to balance the need for quick action and results, while also recognizing the large number of employees and countries that would need to be accounted for. To make the process easy for employees, Infor used Topia's background laptop app, which enabled Infor's IT team to remotely install the app directly on devices as it was rolled out to new employee populations.

During the course of this rollout, Topia worked closely with Infor to **gain European Works Council approval** to use the Topia app with EMEA based employees. This was necessary to collect employee location data while showing that the information respected employee privacy, and required their approval for data collection and transmission.

**“It was super enlightening to see, once we had the tools and processes in place, not just the volume, but the breadth of where the travel was coming from and where it was going.”**

- Lynn Johnson Tracy,  
Director of Global Mobility and  
Equity Programs, Infor

## Phase I - Americas

6 countries  
US + CA first  
LATAM added separately  
2,400 travelers



## Phase II - APAC

11 countries  
2,000 travelers



## Phase III - EMEA

20 countries  
2,100 travelers





## The Results

The use of Topia has drastically improved the compliance management of Infor's business travel population. Infor now uses Topia for the following use cases:

### US Multi-State Payroll

- Identify non-resident state-to-state travelers
- Calculate the apportionment of time between home and host states
- Report and remit tax based on Topia data

### International Payroll

- Topia data triggers onboarding to the mobility tax process
- Includes review of A1 / Certificate of Coverage requirements, and reporting and payment of local income taxes
- Began reporting in 2017; 33 countries online today

### Risk Management

- Analyze past travel patterns, locations, and duration to identify compliance needs, costs, and build support for and development of the program

### Posted Workers Directive Compliance

- Travel bookings and Topia data to be used to trigger Posted Worker assessment
- Based on the assessment results, filings are made

With Topia, Infor is able to save the global mobility team thousands of hours in the manual effort required to manually collect, track, and process travel information.

For more on Infor's use of the Topia solution you can watch the video at: <https://www.topia.com/resources/topia-virtual-summit-technology-compliance-and-health-safety/>

**“Infor’s use and rollout of Topia’s business travel compliance technology is a model for the industry on how to enable complex business travel programs that remain compliant while supporting business objectives.”**

- Nishant Mittal,  
SVP and General Manager of  
Business Travel, Topia

## About Topia

Topia is the leader in Global Talent Mobility. We empower companies to deploy, manage and engage employees anywhere in the world.

The Topia platform enables organizations to deliver mobility as part of a broader talent strategy encompassing all types of employee movement – remote and distributed workforces, business travel, and more traditional relocations and assignments. This drives enhanced employee experiences and competitive advantage by ensuring the right people are in the right place at the right time, while staying compliant no matter where they are.

The Topia platform automates the entire global talent mobility process, including scenario-based planning, expat payroll, tax and immigration compliance, reporting and more.

Topia powers global talent mobility programs for world-renowned brands such as Schneider Electric, Dell, Veolia, Equinor and AXA. Topia has raised over \$100M from NewView Capital, Notion Capital and others, and is a global company with offices throughout the Americas and EMEA.

## Connect with us

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