

No visibility. High risk. Rising costs.

How CXC transformed contractor management for a global media icon

The situation | **Compliance chaos in global media operations**

For one of the world's most iconic entertainment and media companies, managing a complex contingent workforce was becoming a major risk. With multiple subsidiaries operating in diverse markets, the company was struggling to:

- Navigate fragmented labour laws across regions
- Ensure full contractor compliance at scale
- Reduce administrative burden across global business units
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The lack of visibility and standardised processes created inefficiencies, compliance risks, and cost overruns—threatening to distract the business from its core focus: delivering extraordinary entertainment.

The challenge | **Compliance across borders without complexity**

This media powerhouse required a partner who could:

- Simplify workforce management across multiple jurisdictions
- Guarantee compliance with local labour laws and mitigate risk
- Deliver real-time visibility into timesheets, costs, and contractor activity
- Scale to support global operations while staying cost-efficient
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After a competitive tender, CXC was selected for its ability to deliver scalable, compliant solutions through Employer of Record (EOR) and Agent of Record (AOR) services.

The fix | **End-to-end workforce management with MyCXC**

CXC implemented a tailored global workforce model, managing the full lifecycle of the client's contingent workforce:

Contractor engagement & payroll

Seamless onboarding, compliant engagement, and 100% on-time payments globally.

Timesheet & expense automation

Streamlined approvals via MyCXC, a secure cloud platform available 24/7.

Invoice consolidation & payroll compliance

Full accountability for multi-country compliance with simplified invoice processing.

Lifecycle management

From onboarding to offboarding, plus performance monitoring and contractor care.

This approach removed complexity for the client, improved the contractor experience, and ensured consistent global standards.



The results | Compliance, cost control, and scalable operations

Outcome	Before CXC	After CXC	Impact
Contractor visibility	Fragmented across regions	100% real-time visibility via MyCXC	Eliminated blind spots
Contingent workforce	70 workers in 3 countries	100+ workers across 8+ countries	Scaled seamlessly
Compliance risk	High due to varying local laws	0 compliance breaches post-implementation	Full legal assurance
Administrative load	Manual & inconsistent	Centralised invoicing (1 invoice per country)	↓ 40% admin time
Payment accuracy	Vendor-dependent	99.5%+ on-time & error-free payroll	↑ Contractor satisfaction
Hiring manager experience	Multiple contacts & delays	Single point of contact per region	↓ process delays by 35%

Additional achievements:

- Quarterly audits for all suppliers, ensuring strict local law compliance
- Expanded service coverage beyond EMEA to include APAC regions
- Enhanced transparency for managers with real-time dashboards

“CXC’s expertise has transformed how we manage our contingent workforce globally. We now have total visibility, reduced risk, and a scalable model that keeps us compliant in every market.”

Senior Workforce Operations Manager, Global Entertainment Leader

The strategic impact

With CXC’s partnership, this entertainment giant can now:

- Confidently expand operations across 8+ international markets
- Guarantee contractor compliance in every jurisdiction
- Free internal teams to focus on content creation and innovation, not admin

Need to simplify your global contractor compliance?

Take control of your global contractor workforce today. Partner with CXC for full visibility, compliance, and scalability.

Let’s talk

Find out more