



Case Study

Accelerating Global Expansion:

Establishing a strategic Global Capability Center (GCC)
in India for a U.S. SaaS Company



Introduction

A high-growth U.S.-based SaaS company, specializing in AI-driven customer analytics and workflow automation, sought to establish a dedicated engineering and customer success team in India to deliver 24/7 global support. With enterprise clients across the U.S., Europe, and APAC, the company needed to scale its workforce rapidly while maintaining control over quality, compliance, and culture.

“We wanted to move fast, stay compliant, and maintain complete control over quality and culture. India emerged as the ideal destination for its combination of skilled tech talent, scalability, and cost advantage.”

To achieve this, the company partnered with us to leverage its Employer of Record (EOR) model for fast, compliant, and high-quality workforce deployment in India.

The Challenge

The client faced significant barriers that could delay expansion and increase operational risk:



- **No legal entity in India:** Entity registration and tax setup would take 6–9 months, stalling hiring and delaying market entry
- **Complex compliance environment:** Navigating India’s multi-tiered labor laws, payroll systems, and statutory filings required local expertise and precision
- **Compensation parity & transparency:** Aligning salary structures, benefits, and tax deductions with U.S. standards while ensuring Indian compliance was complex
- **Talent vetting & integration:** The company required a rigorous sourcing and verification process to ensure only qualified, culturally aligned talent joined the team
- **Speed to market:** The team needed to be operational within weeks

Unlike most EOR providers, we offered integrated end-to-end recruitment including talent sourcing and vetting. A unique capability that became a game-changer for the client. The recruitment and vetting process went beyond traditional staffing support. It included:

- Targeted sourcing of pre-qualified candidates from the SaaS and AI analytics domain.
- Rigorous background and reference checks, ensuring both technical competence and ethical reliability.
- Cultural fit assessments aligned with the client’s U.S. work ethos and collaboration standards.
- This ensured that every hire was not only compliant but also a strategic addition to the client’s long-term vision.

The client appreciated this meticulous recruitment process, noting it as a standout capability compared to other EOR providers.

Project Execution and P.R. GLOLINKS’ Role

A joint steering team was established to operationalize a fully compliant and high-performing India team within weeks. We were responsible for:

- **Legal EOR:** Acting as the compliant legal employer for all India hires.
- **Compliance management:** Handling payroll, taxation, and statutory filings (EPF, ESI, Professional Tax).
- **Cost transparency:** Designing a Total Cost of Employment (TCOE) model for accurate financial forecasting.

- Talent vetting: Executing full-cycle recruitment and background verification.
- HR integration: Delivering benefits parity, onboarding support, and ongoing HR administration.

pipeline, and balanced cost-to-skill ratio, ideal for long-term scalability.

Strategic Approach

1. Market Assessment & Location Selection

P.R. GLOLINKS evaluated major hubs (Bengaluru, Pune, Hyderabad, Chennai) based on talent depth, cost, and retention.

- Recommendation: Chennai was chosen for its exceptional stability, strong IT and SaaS talent

2. EOR and Compliance Setup

Implemented compliant offer letters, registered employees for statutory taxes (EPF, ESI), integrated payroll, and drafted IP assignment clauses aligned with U.S. policies.

3. HR and Cultural Alignment

Deployed automated payroll, managed monthly tax filings, and ensured benefits parity (health coverage, learning budgets) matching U.S. standards. Joint onboarding sessions were held to integrate the U.S. and Indian teams, fostering cultural alignment.

Issue Mitigation and Results

P.R. GLOLINKS successfully navigated key operational risks:

Issue	Mitigated
Lack of Legal Entity	Acted as Employer of Record (EOR), allowing immediate hiring and operations within weeks
Complex labor and tax laws	Ensured 100% compliance with central and state labor laws; managed all statutory registrations and filings
Cost Visibility/Structuring	Developed a detailed Total Cost of Employment (TCOE) model, ensuring cost transparency and competitive offers
Onboarding/HR Gaps	Delivered a turnkey onboarding solution, including background checks and smooth integration into global HR systems
Data Security/IP Protection	Integrated strict confidentiality and IP assignment clauses into all contracts, operating under GDPR and SOC-2 compliant protocols
Engagement/Retention Risk	Implemented benefits parity and cultural touchpoints, achieving a 96% retention rate in the first year

Impact Created

- Team operational in < 8 weeks
- 100% compliance from day one
- Improved financial predictability
- 98% successful hire-to-retention ratio
- Zero IP or data security incidents
- Strengthened cross-border team integration



Results

- Team operational in 7 weeks. From approval to onboarding.
- Zero compliance deviations during audits and filings.
- 98% talent retention in the first year, reflecting strong cultural and performance fit.
- 100% payroll accuracy and timely statutory remittances.

High client satisfaction: The leadership team acknowledged PR GLOLINKS' vetting and sourcing

excellence as a decisive factor that differentiated their India expansion from competitors.

Conclusion

Through its integrated EOR, compliance, and end-to-end talent recruiting framework, we enabled the client to establish a compliant, high-performing, and culturally aligned India team in Chennai.

The result: a faster, compliant, and quality-driven market entry, turning India into a strategic innovation and support hub for the client's global operations.

About Us

P.R.GLOlinks is a global specialist consultancy helping organizations design, develop, and implement "Right-Sourcing" strategies. With deep understanding of business processes, workforce dynamics, and marketplace realities, we enable enterprises to achieve sustained excellence and global scalability.

Our multidisciplinary teams comprising of Functional Auditors, Process Experts, Technology Specialists, Culture Managers, and Quality Analysts serve as catalysts for operational transformation and global expansion.

Build Your Offshore Advantage

Explore how P.R. GLOLINKS can help your business scale globally with precision, compliance, and cost efficiency. [Schedule](#) a 15-minute consultation with our experts.

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