

CASE STUDY

CAPAX DISCOVERY EXPANDS PRESENCE INTO ASIA WITH SUPPORT FROM ELEMENTS GLOBAL

CUSTOMER

Capax Discovery

INDUSTRY

IT & Software

OFFICES

Global Headquarters:
Morristown, New Jersey

EMEA Headquarters:
London, United Kingdom

GLOBAL EMPLOYEES

42

ELEMENTS SERVICES

Employment contracts
Payroll service
Tax compliance



OVERVIEW

Capax Discovery is the industry leader in providing archiving, information management, discovery, and compliance solutions for litigation and regulatory requirements. The company—which was founded 15 years ago—offers products, services, and technical support, as well as expertise in migration, consulting, and managed services. Having partnered with HP and Microsoft for over a decade to create marquee archiving solutions, Capax Discovery offers compatibility with the most popular technologies.

The Capax Discovery’s Archive Solutions suite is a trusted and secure archiving solution, and its best-in-class migration services are progressive, seamless to use, and cost efficient. Capax Discovery offers cloud hosting, SaaS (Software as a Service), software development, systems integration, and enterprise search. It’s a one-stop shop for every aspect of information governance.

Globally headquartered in Morristown, New Jersey, Capax Discovery also has an EMEA office in London, UK. The company currently has 42 employees dedicated to helping their clients with IT and software needs.

Capax Discovery employed Elements Global Services (Elements) in the Fall of 2016 when the company hired its first employee in Japan. Capax Discovery is currently expanding their presence in Japan and Australia.



CHALLENGES

When Capax Discovery decided to hire its first employee based in Japan, the company determined it would be too costly, and the time needed to establish its own entity in a foreign market would be less than ideal. After a referral from a third-party and a conversation with Elements Holdings Group Vice President of Business Development, Rick Fazio, the Capax Discovery team decided that utilizing an EOR would help them quickly and efficiently avoid compliance risks, while serving as a considerably cheaper alternative to opening a new entity in Japan. Hoping to complete this process in a mere four days, the company met with the Elements’ implementation team to facilitate Capax Discovery’s new hire on a tight schedule.



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CHOOSING ELEMENTS

After extensive research into a global employment resource revealed options that were too costly and immensely time-intensive, the Capax Discovery team made the decision to move forward with Elements and partner with a firm that was not incumbered by an extremely tight deadline.

While there were other key elements Capax Discovery addressed in making their decision, the top priority was the tight turnaround of hiring their first Japan-based employee. The ancillary benefits Elements was able to provide—top-notch customer service, cost savings and the peace of mind knowing they would be in compliance with local employment laws—completed their checklist to move forward with a partnership with Elements.



WORKING WITH ELEMENTS

From the outset, speed, implementation and efficiency were of paramount importance to the Capax Discovery team, and Elements was able to deliver. Acting on Capax Discovery's behalf, Elements enacted an accounting and payroll platform that allowed for a seamless and trouble-free hiring in far less time than would have been possible through other measures.

By eliminating the need to establish its own entity, Elements was able to remove the onus of liability from Capax Discovery, allowing them to focus on broadening their business overseas.



RESULTS

Today, the Capax Discovery team lauds the above-and-beyond approach of Elements' customer service and implementation teams and may look to build upon their partnership when future expansions into other markets arise.

In the eyes of Capax Discovery, Elements provided a simplified and cost-effective option in lieu of the headache of creating their own overseas entity, and provided a wealth of knowledge in the areas of overseas compliance that they would otherwise have been unable to navigate.

EMPLOYER OF RECORD (EOR) DEFINED

Elements coined the term employer of record (EOR) to differentiate its services from a PEO, which is a term most recognized in the U.S. for describing the co-employment relationships between the PEO, client company, and the employee. By contrast, an EOR becomes the legal employer of record in the country in which the organization wants to hire or place an employee for work. As such, an EOR like Elements takes responsibility for ensuring that the organization is operating in compliance with local regulations in the country in which the employees are working.

"There are different models out there," says Hammell. "The traditional model that has been around for about 15 years is a brokerage model in which the company serves as your main point of contact with access to a local provider in a particular country. We're a direct model that cuts out the middleman by serving as a strategic HR partner that develops a core solution. Your employees are our employees in that country."