



Corpay<sup>^</sup>

Case Study: Altair Global



## At a Glance

### Company:

Altair Global

### Industry:

Global mobility services

### Employees:

400

### Global Presence:

11 offices across The Americas, EMEA, and APAC

### Payment Profile:

- 2800+ payments per month
- 145 currencies

### Key Currencies:

USD, EUR, GBP, CAD, CHF, INR, MXN, DKK, SGD, JPY

### Key Challenges:

- Manual, time-intensive payment workflows
- Increasing global payment volume and complexity
- Elevated risk of errors and delays
- Limited scalability with legacy providers

### Corpay Solutions Implemented:

- API for beneficiary data collection and validation
- ERP-integrated payment file uploads
- Automated processing, reconciliation, and reporting

### Conclusion:

By partnering with Corpay, Altair Global successfully transformed its payments function from a manual, resource-intensive process into a streamlined, automated, and scalable operation. This evolution has not only reduced operational risk and improved efficiency but has also positioned Altair to confidently support continued global expansion and increasing client demands.

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## Altair Global: Scaling Global Mobility with Corpay Cross-Border

Founded in Texas in 1989, Altair Global has grown into the world's largest independent relocation management company — partnering with organizations of every size to navigate the complexities of domestic and international employee mobility. With a commitment to the full relocation journey, Altair combines the warmth of personalized service with powerful digital tools to deliver an exceptional experience at every stage.

From payroll support and expense management to real estate, insurance, and family relocation services, Altair delivers a comprehensive, end-to-end experience. To maintain this standard at scale, the organization relies on a network of strategic partners that extend its capabilities and ensure seamless delivery across jurisdictions.

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## The Challenge: Scaling Payments in a Rapidly Expanding Global Environment

As Altair Global continued to grow its international footprint, the volume, value, and complexity of its cross-border payments increased significantly. The organization now manages more than 600 payments each month with capabilities in 145 currencies, representing substantial FX exposure and operational responsibility.

Each relocation event—whether related to housing, employee reimbursements, or vendor services—requires a payment that must be executed quickly, accurately, and in full compliance with local requirements. However, Altair's existing payment processes were largely manual and increasingly unsustainable at scale.

### Key challenges included:

- Time-intensive collection and validation of beneficiary banking details
- Manual file handling and payment execution workflows
- Increased risk of errors, delays, and operational inefficiencies
- Limited ability to scale without adding internal resources

As transaction volumes grew, it became clear that incumbent providers could not deliver the level of automation, speed, or flexibility required. Altair recognized the need for a more modern, integrated solution that could support both current operations and future growth.

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## The Solution: Technology-Enabled Payments with Strategic Alignment

Altair Global partnered with Corpay Cross-Border (formerly Cambridge Global Payments) in 2014 to transform its payments infrastructure and address these operational challenges.

Corpay implemented a flexible, technology-driven solution designed to integrate seamlessly into Altair's existing systems while enabling greater efficiency and control:

- **API Integration:** Enabled secure collection and validation of beneficiary banking information, significantly reducing manual input and improving data accuracy
- **ERP File Integration:** Allowed Altair to upload custom payment files directly from its ERP system, streamlining payment initiation, approval workflows, and reconciliation
- **Automation & Validation:** Reduced dependency on manual processes while enhancing payment accuracy and compliance
- **Dedicated Implementation & Ongoing Support:** Ensured alignment with Altair's long-term growth strategy and evolving operational requirements

This transformation enabled Altair to move from a fragmented, manual process to a more automated, scalable payments environment. Transactions that previously took several days—or even up to a week—could now often be completed within the same day, improving both operational efficiency and client experience.

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## The Results

### **Operational Efficiency and Cost Savings**

By automating core payment workflows, Altair Global eliminated more than 40 hours of manual processing each month. This reduction in administrative workload translated into meaningful cost savings and allowed internal teams to focus on higher-value activities.

### **Enhanced Accuracy and Reduced Risk**

With advanced bank validation tools and improved data integrity, the organization achieved exceptional accuracy in payment processing. This led to faster processing times, fewer disruptions, and improved reliability across global payment flows.

### **Scalability Without Added Complexity**

As Altair expanded into new markets and increased transaction volumes, Corpay's solution scaled alongside the business. The platform enabled the organization to support a broader range of currencies, payment types, and client requirements without the need for additional headcount or operational restructuring.

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## A Strategic Partnership for Long-Term Growth

Beyond the technology itself, the relationship between Altair Global and Corpay has evolved into a strategic partnership. The teams collaborate regularly on process optimization, planning, and future-state enhancements, ensuring that Altair's payments infrastructure continues to support its expanding global footprint.

Since the partnership began, Altair has successfully added new locations, onboarded additional clients, and navigated increasing currency complexity—all while maintaining operational efficiency and service quality.