



Case Study

Global Excel



A Corpay Payments
Customer for Over 5 Years

Company Overview

Global Excel is a full-service cost containment, claims management and medical assistance company offering a complete range of services to international, Canadian and US domestic clients. With over 360 corporate clients located in more than 90 countries around the world, Global Excel manages approximately 360,000 inpatient, outpatient and non-medical cases and files per year and processes in excess of \$1.9 billion in claims annually.

The Challenge

Global Excel was experiencing rising costs with their traditional bank for in-bound wires, causing cross-border business to become costlier, and it was severely impacting their bottom line. Each time they renegotiated with their bank, the cost of wires rose by approximately 10%. They needed a new partner to reduce costs and one they could trust to manage the incoming payments that they handle daily.

Why Corpay

GEM chose Corpay as their provider because of their exemplary customer experience, in-depth knowledge of the payment industry and the competitive rates they could provide. Global Excel was also impressed with Corpay's global expertise and footprint, providing them the sense of security that they would have a knowledgeable and established vendor on hand to support them.

The Solution

- **Award-winning Customer Service:** A dedicated team understands Global Excel's unique business needs. The team's thoughtful and proactive customer service works with Global Excel's team to inform about changes in payments and markets. Through this close relationship Corpay created customized solutions, such as segregating their accounts to have dedicated EUR and USD accounts for their receivables. From there, Corpay explored hedging solutions to meet Global Excel's unique needs for USD.
- **Knowledgeable Enterprise Desk:** The Enterprise Desk team at Corpay ensures that all payments are handled smoothly and efficiently, often they work as an extension of Global Excel's AP department, ensuring that business is handled seamlessly. The team also understands Global Excel's business and challenges and provides solutions, often walking Global Excel's AP team through the complexities of foreign exchange.
- **Outstanding Payments Technology:** Corpay's modern technology allows for mass file upload for multiple payments. The platform stores beneficiary

“Corpay makes it easy for us to settle the money flow. They worked with us to create a customized solution. Where once we had to work with multiple vendors, working with Cambridge enabled us to create a very nice customized solution. For instance, because we are a Canadian company, we were unable to send ACH in USD within the US, but by partnering with Corpay, we can now settle in a very effective, very easy way to our members in the United States.”

Christine McGee
Controller | Global Excel

data and creates custom reports and notifications, reducing errors and streamlining the payment process. Global Excel is currently exploring further embedding Corpay's technology into their own systems.

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