



# THE OUTSOURCING CONTRACT



## 2023 WHITEPAPER

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KEY CONSIDERATIONS  
& PROVISIONS  
TO ENSURE A  
SUCCESSFUL  
OUTSOURCING  
ENGAGEMENT

[www.cxlgroup.com](http://www.cxlgroup.com)

# INTRODUCTION

## Preface

In today's dynamic business landscape, staying agile and competitive is key to success.

Welcome to a new era of HR & Payroll Outsourcing, where modern businesses thrive through strategic partnerships, liberating organisational potential to soar to greater heights.

Discover how our cutting-edge solutions remove business processes barriers so you and your organisation can both experience new levels of transformation from one reporting season to the next, accurately and without compromise.

This is a white paper by **CXL Group**.

## Inside:

- **3 Key Reasons to Outsource to CXL Group**
- CXL Group – Your Outsourcing Partner
- How We Do Outsourcing
  - Payroll Outsourcing Case Study – **Streamlining Payroll Operations**
  - Executive Search Case Study – **Time Efficient Headhunting**
  - Contingent Workforce Case Study – **Adaptable & High Performance**
- Our Services
- Who We Are at CXL Group
- What Our Clients Say About Us

## CXL GROUP Your Outsourcing Partner

At CXL Group, we pride ourselves with offering a wide range of services tailored to meet the unique needs of our clients. Our commitment is to assist companies in fulfilling their HR and payroll outsourcing duties efficiently and effectively, with full compliance to statutory requirements and complete with timely submissions to the authorities.

Briefly, here's how we support our clients seamlessly:

### · *Payroll Outsourcing Solutions*

Our payroll outsourcing services enable you to streamline your payroll processes, minimise discrepancies and ensure accurate cyclical as well as one-off payments to your employees.

With our secured systems and compliance expertise, you can trust us to handle complex payroll calculations, tax deductions and reporting requirements while maintaining confidentiality and data security.

### · *Executive Search Solutions*

Finding top-tier talent is critical to fueling an organisation's success. Our executive search solutions employ a strategic approach to identify and recruit high-calibre professionals who align with our clients' corporate vision and culture.

We leverage our extensive network, comprehensive screening processes and industry insights to deliver exceptional executive search outcomes.

### · *Contingent Workforce Solutions*

Adaptability, flexibility and agility are essential in today's competitive business landscape. Our contingent workforce solutions optimise your workforce arrangements by efficiently managing temporary and project-based employees.

Our end-to-end contingent workforce management services include talent acquisition, onboarding and performance management.

### · *HR & Payroll SaaS*

Our meticulously developed HR & Payroll Software-as-a-Service (SaaS) solutions automate HR and payroll processes, improve data accuracy and enhance employee self-service capabilities.

With our user-friendly customisable features, you gain greater control and visibility over your HR and payroll functions.

————— *More about Our Services on page 6.*

## CASE STUDY

# PAYROLL OUTSOURCING

## Streamlining Payroll Operations

*Working with CXL has been an absolute pleasure. Their commitment to delivering exceptional service and high-quality products has surpassed our expectations.*

*~ Head of HR, Commercial Banking*

### **Client Profile**

- Oil & gas conglomerate.
- Imports fuels & lubricants from fuel refinery and blending facilities in Thailand and Singapore.
- Unleaded gasoline, diesel and lubricants are received through three terminals in Peninsular Malaysia.
- In 2019, to comply with the Malaysian government's mandate, the amount of palm oil in its biodiesel fuel was increased to 10%

### **Business Challenges**

- The constant need to engage with external consultants for statutory requirements and amendments can be burdensome, unproductive and costly to the business.
- Increasingly, demands within the payroll industry and its workforce continues to escalate.
- The professionalism, knowledge and experience required to address issues such as career development, attrition and rising costs are not as straightforward.
- Migrating payroll data from an in-house system to the outsourcing vendor's system can be both complex and time-consuming.
- Ensuring data integrity post-migration is critical, especially when undesirable errors can result in significant consequences.

### **Ultimate Goals**

- To source for and identify an experienced payroll outsourcing vendor that can ensure compliance with changing tax laws and employment regulations.
- Migrating payroll operations and automating workflows as a way to streamline part of the HR processes.
- Improve productivity, efficiency and to also focus on core competencies and strategic initiatives.
- Optimise internal controls for checks and balances while upholding a high level of transparency.

### **Success Enjoyed by Client Upon CXL Group's Appointment as a Payroll Outsourcing Vendor**

- Payroll data and processes continue to be compliant to guidelines, preventing the client from incurring additional and unnecessary penalties.
- Offloaded payroll-related administrative tasks and freeing up resources to concentrate back on core competencies of the business.
- Improvement in overall productivity & efficiency.
- The ability to re-allocate and re-focus resources to areas that contribute to business growth.

## CASE STUDY

# EXECUTIVE RECRUITMENT

## Time Efficient Headhunting

*From the very beginning, CXL's Executive Search team demonstrated a deep understanding of our company's needs and the specific qualities we were looking for in a candidate.*

*~ Head of HR, Machinery Industry*

### Client Profile

- High-end metal machinery manufacturer.
- Regional operations covering at least 5 different countries.

### Business Challenges

- To replace an outgoing long term employee of 16 years.
- Proposed candidates must have regional management experience to lead a team remotely or virtually and the technical expertise to manage equipment with hydraulic, pneumatic, electrical systems, servo motors, among others.
- To discreetly search for a replacement candidate.
- To overcome the resistance to change in the niche industry.

### Ultimate Goals

- To officially employ a suitable candidate within 90 days.
- To undertake market mapping and identify companies & industries that align with the job description and hiring process.
- To be facilitated by a well-structured and customised recruitment process.
- The hired candidate must possess the aptitude and experience to effectively oversee a team of skilled technicians across 5 different countries in the niche industry.

### Success Enjoyed by Client Upon CXL Group's Appointment as an Executive Search Vendor

- Hiring process was guided by the MECE (Mutually Exclusive, Collectively Exhaustive) framework which was established right at the beginning.
- 8 candidates matched the specified hiring criteria from an extensive database.
- 2 credible candidates were submitted by CXL Group and consequently, the privilege to sight candidates' feedback after interviews. This highlights the importance of seamless communication.
- Successful onboarding of the preferred candidate.
- Confidentiality is maintained throughout the hiring process.
- Filled the highly technical and niche position in 47 days, surpassing the initial target of 90 days. In sum, a streamlined, time and cost-effective recruitment process.

## CASE STUDY

# CONTINGENT WORKFORCE

Adaptable & High Performance

*CXL's Contingent Workforce team is highly responsive and proactive in anticipating our needs.*

*~ Head of HR, E-Commerce Company*

## Client Profile

- E-commerce company specialising in consumer electronics and digital gadgets.

## Business Challenges

- To scale the workforce matching seasonal fluctuations and changing demand patterns all while remaining cost effective.
- To minimise fixed labour costs associated with a permanent workforce eg. benefits, training expenses etc.

## Ultimate Goals

- To implement a contingent workforce strategy to achieve scalability and cost efficiency.
- To leverage a diverse talent pool & specialised skills to drive innovation and improve operational efficiency.
- To streamline the onboarding process for temporary workers by ensuring a quick integration without disrupting productivity.

## Success Enjoyed by Client Upon CXL Group's Appointment as a Contingent Workforce Vendor

- A fully functional scalable and cost efficient strategy that supports the business needs throughout any season.
- The opportunity to access specialised skills including those of trusted professionals.
- Rapid adaptability by the business to changing demands of the marketplace.
- The robust workforce planning mechanisms to analyse historical sales data, customer trends and seasonal patterns developed by CXL Group enabled a closer collaboration between client and vendor, resulting in meeting client's demands without compromising service quality.
- CXL Group's effective management of a contingent workforce contributed to the overall success and growth of the business.

# OUR SERVICES

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## **Payroll & HR Outsourcing Services**

CXL Group specialises in providing comprehensive HR and Payroll outsourcing solutions, catering to the diverse needs of businesses from small medium enterprises (SMEs) to multinational companies (MNCs), government-linked companies (GLCs) and government agencies.

Our tried and tested expertise in human resources, government statutory compliance, taxation and payroll-related regulations comes as a complete package to streamline and optimise any organisation's HR and payroll processes. Our wide range of clientele from a variety of disciplines and industries is testament to this.

*But how do we safeguard HR & Payroll data?*

- **Tier 3 Bank Grade Data Centre**

Our data centre facilities adhere to the highest industry standards and data protection certifications and policies.

- **Two-Tier Security System**

We implement a robust two-tier physical security system to safeguard our clients' sensitive information.

- **Strong Security Policy**

Stringent security policy goes beyond just words and descriptions, it protects data so that it remains confidential at all times.

- **Private Individual Offices**

From firewalls to ring fence confidential data, we do the same at our office with private individual rooms to secure data privacy and confidentiality.

- **ISO Certified Processes**

Maintaining ISO certifications is our way of communicating to our clients that we deploy only the highest quality standards when it comes to managing our business processes.

- **Lockdown Computers**

Our computers are equipped with security measures to prevent unauthorised access and protect client's data. This is our way to mitigate system vulnerabilities.

## **Executive Search Services**

We provide comprehensive strategic executive search solutions aimed at assisting organisations in identifying optimal candidates for critical C-Suite and senior leadership roles. Our proficient team adeptly oversees the complete recruitment life cycle, encompassing meticulous research, targeted sourcing and streamlined hiring processes, while also extending valuable post-placement support - all accomplished within prescribed timelines and budgetary constraints.

Leveraging our vast network and industry expertise, we deliver a seamless and highly efficient executive search experience that consistently surpasses expectations.

- **Technical Recruitment Expertise**

Our company excels in technical recruitment, particularly within the Oil & Gas, Engineering and Power sectors. We understand the unique requirements of these industries and have the technical know-how to identify and recruit highly skilled professionals for these positions. Our tailored approach ensures that you find the right talents to drive your organisation's success.

- **Contract for Services**

We offer flexible contract hiring options that minimise administrative work for your organisation. Through this working arrangement, organisations can hire professionals on contract basis, including technical staff for long-term projects. This helps align the workforce with project timelines and duration of work while avoiding the complexities of traditional employment contracts.

# OUR SERVICES

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## **Contingent Workforce Solutions**

CXL Group specialises in filling employment gaps within an organisation's workforce through temporary and contract staffing solutions. We understand that business needs fluctuate and as such, we provide customised contingent workforce solutions to meet specific requirements of organisations.

Our aim is to minimise our clients' risk and barriers while ensuring operational continuity. We do that through tailored staffing solutions. The results speak for themselves when our clients return with more requests and positions for us to fill, at times even before the expiry of the ongoing contracts.

- **Contract Staffing Services**
  - Customer Service
  - Tele-marketing, Tele-collectors
  - Account/Finance Executive
  - Office Support
  - Warehouse/Retail Assistant
- **Headcount & Payroll Services**
  - Employment Management
  - Payroll Services (CXLE Funded)
  - Online System Management (HRMS, Timesheet, Leaves & Claims)
  - Statutory Payment & Management
  - Payroll Reporting
- **HR Management Services**
  - Technologically-enabled HR Administration
  - On-Site HR
  - ER Management
  - HR Advisory on IR Management & Taxation

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## **HR & Payroll SaaS**

Our comprehensive HR and payroll software-as-a-service (SaaS) offerings provide a holistic on-cloud solution for your HR and payroll management needs. This is not merely using technology to support normal business processes but CXL Group's signature commitment to drive clients' business objectives with proven technical solutions. By leveraging our SaaS offerings, organisations can enhance HR and Payroll efficiency, accessibility and accuracy.

Our suite of cloud-based tools are categorically packaged into commonly known HR business processes so HR practitioners are not misled by glossy images or overly complicated technical jargons. This deliberate move is not groundbreaking but it is nevertheless essential to communicate what we offer without ambiguity.

- **E-HRIS (Human Resource Information System)**
- **E-Payroll**
- **E-Claim Management**
- **E-Leave Management**
- **E-Time & Attendance Management**
- **Employee Self-Service (ESS)**
- **Web Appraisal**

Our platform is an HR and payroll solutions for Malaysia and Singapore businesses. Developed with advanced internet security technologies to deliver both reliability and flexibility to HR departments of various industries.

### **Key Strengths**

- Seamless updates on government related changes
- Allow users to customise reports and format of data entry
- Online tutorials for new HR & payroll practitioners
- Supporting multiple companies complete with consolidated reports

### **Accessible Anytime Anywhere**

With our platform, you get to increase work productivity with internet and mobile technologies. This means better visibility of HR information and greater flexibility on work arrangement.

- Windows, Mac, IOS and Android operating systems
- Able to work outside of office environment
- No installation and no dongle controls required
- Non-reliant on servers or powerful computers

### **Reliability & Security**

Our platform's advanced internet security technologies ensure that your HR information is safe from unauthorised personnel and fraudulent access.

- Peace of mind with robust IT infrastructure
- Automatic schedule backup
- High security data centre
- Secured SSL encryption, firewall and protection against malware/virus

# WHO WE ARE AT CXL GROUP?

At CXL, we believe in the transformative power of effective HR management. Our comprehensive range of services, combined with our unwavering commitment to excellence, allows us to bridge the gap between organisations and their future aspirations.

We are dedicated to supporting our clients in achieving their strategic goals, nurturing a productive and engaged workforce to drive sustainable growth. Together, we can unlock the full potential of human capital and empower organisations to thrive in today's dynamic and competitive business landscape.

## ***But before the overarching ambition, how did CXL Group come to be?***

Founded in 2008, CareerXcell began its journey with a noble mission to combat the pressing issue of high unemployment rates among graduates in Malaysia. Our initial focus was on providing comprehensive training programmes and employment opportunities to equip these young talents with the necessary skills and experience for the job market. As the company expanded and evolved, we recognised the emerging demands of Malaysia's dynamic gig economy, leading us to establish a dedicated **Contingent Workforce** division in 2010.

Drawing on our extensive experience in the HR industry and our deep understanding of statutory compliance, we took a significant stride forward in 2012 by establishing the **HR and Payroll** outsourcing division. This division was specifically designed to cater to the diverse needs of Malaysian businesses, offering reliable, efficient and cost-effective solutions to streamline their HR and Payroll processes.

With our expertise in managing complex payroll requirements and ensuring adherence to legal regulations, we became trusted partners in alleviating the administrative burdens and enabling organisations to focus on their core competencies.

### ***About a decade later...***

CareerXcell then embarked on an exciting new chapter in 2020 by forging a strategic alliance with The Ability Center, Japan. This transformative partnership marked the beginning of a new era for us, bringing with it expanded horizons and growth opportunities. Empowered by this collaboration, we set forth on ambitious expansion plans to further enhance our service offerings and reach a broader clientele.

As part of our strategic growth initiatives, we established the **Executive Search** division in 2022, equipped with a unique and tailored recruitment methodology designed to align with the evolving business marketplace. Leveraging our deep industry insights and cutting-edge technology, tools and strategic philosophy, we assist organisations in identifying and securing top-tier executive talents to meet the needs of our clients.

#### • ***Our Vision***

*Building Bridges, Uniting Workforces: HR Solutions that Transform*

#### • ***Our Mission***

*Empowering businesses and individuals by harnessing shared resources, knowledge, experience and technology to offer cutting-edge human resource solutions.*

Backed by more than 30 years of combined experience in the Malaysian market, our team at CXL Group is committed to setting new industry benchmarks. As a diverse group of HR professionals, consultants and experts passionate about delivering innovative solutions that truly matter to businesses, we fully understand the challenges faced by organisations in talent acquisition, management and retention in an ever-changing and competitive environment. This is why we exist in the market and that is to serve and contribute to our clients as productively and as strategically as possible.

*“As we aim to be among the best HR outsourcing players, we shall continue to strive in our practice. By this we mean anticipating industry trends, harnessing the power of technology and providing bespoke solutions that align with our clients' unique requirements without compromise. This commitment for excellence shall keep us at CXL Group on our toes at all times so our clients will stay at the forefront of competition and remain ahead of the curve.”*



# WHAT OUR CLIENTS SAY ABOUT US ?

**Their consistency is extremely valuable**

~ Cloud Technology Company

**Problems resolved in a timely manner**

~ Cloud & Enterprise Solutions Company

**HR with a real difference**

~ Premier Jewelry & Accessory Brand

**Better usage of our resources since partnering with CXL**

~ Fintech Company

**HR professionals**

~ Cyber Security GLC

**HR experts**

~ Standards & Performance Consulting MNC

**Hassle free, worry free payroll**

~ Payment Solutions MNC

**Client service is on POINT**

~ Oil & Gas MNC

**Simple & straightforward HR**

~ Advertising & Marketing MNC

**Cost effective**

~ Currency Exchange MNC

**Excellent support from the team**

~ Integrated Digital Solutions MNC

**Rock solid technology**

~ Information Technology & Services Company

**Excellent service & down to earth approach**

~ Tertiary Education institution

**Goes above & beyond to ensure our peace of mind**

~ Web Registrar Government Agency

**Delivering friendly and professional service**

~ Digital Economy Government Agency

**Always ready with solutions for any problem**

~ Strategic Economic Government Agency

**The team are on the ball and really know our needs**

~ Innovation & Start-up Accelerator

**Found them to have our best interest at heart**

~ Asset Manager GLC



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TO ENSURE A SUCCESSFUL  
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*White Paper*

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