

Oyster



Discover Direct+

A better path to global employment

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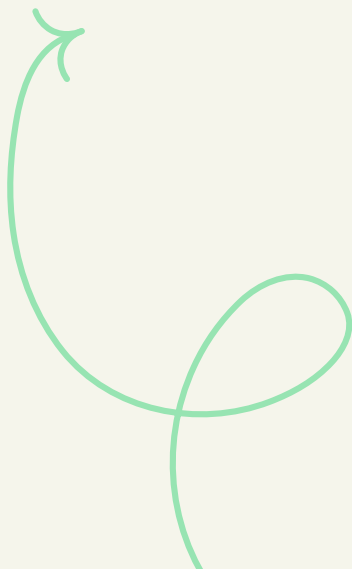
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INTRODUCTION: THINKING BIG, GOING GLOBAL

If you're reading this, there's a strong chance that you, your team, and perhaps your whole company are interested in hiring global talent.

Desire for global employment is at an all-time high. For workers, it opens the door to detaching work from a single location and unlocking the freedom to [work from anywhere](#). For organizations, it can be the difference between struggling against an [acute talent shortage](#), and building a diverse, distributed, successful workforce.

So if you're looking to develop a global team across multiple countries, perhaps you've already looked into [how to find a global employment platform](#) that works for you. You may be well on your way to hiring skilled, remote workers from several geographies. But perhaps you still have a few unanswered questions.

- Should I work exclusively with global employment solutions that hire directly¹?
- Should I work with a platform that offers both indirect and direct hiring services?
- Or is it best to go it alone and set up my own entities in each region of choice?

¹ For a breakdown of the differences between direct vs. indirect global hiring, check out [this blog post](#).



You might lack the resources to go it alone—at least at first. That leaves you with a critical decision to make at the start of your global employment journey: Is it best to work with a platform that hires directly in countries where they have entities, or indirectly through local partners?

While there's no one-size-fits all answer, and each hiring model has its advantages, let's turn this question on its head. While it's an understandable thought to have when you're starting off— it's missing the bigger picture. The real question People teams and hiring managers should be considering is: “How can I ensure the employee experience for my team is consistent, no matter where they're located?”



REMINDER: WHAT IS A GLOBAL EMPLOYMENT PLATFORM?

A global employment platform is a software solution designed to streamline the hiring process for People Ops teams when they engage international talent.

[Learn more here.](#)

RISING ABOVE DIRECT VS. INDIRECT

The conversation around “direct v.s. indirect” global hiring has become a hot topic over the past few years. But as the market for global employment has matured, available solutions have grown beyond this debate.



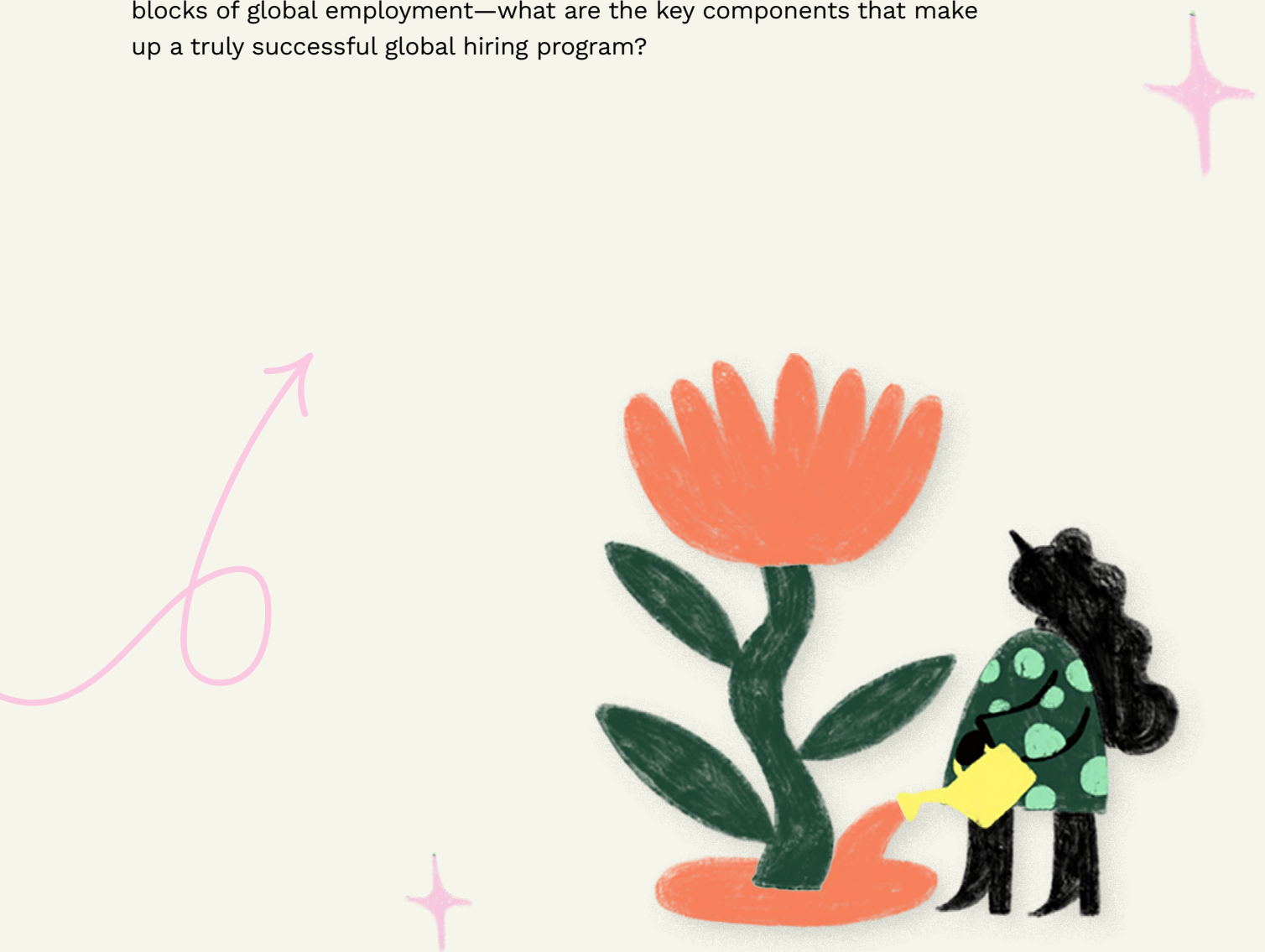
There are three major problems with framing global hiring through this lens:

- 1** “Direct vs indirect” is not a human-centric debate—it places the company’s internal process and efficiency above the employee experience.
- 2** Global employment solutions that claim either “direct only” or “indirect only” hiring practices are best, do so with their own business model in mind, instead of leading with the best interests of their customers (and their customers’ employees).
- 3** As we’ll uncover, neither direct nor indirect hiring practices are necessarily best in themselves. Building a global employment strategy is a much more nuanced process than deciding on one type of hiring or another.

GLOBAL HIRING DONE RIGHT

In other words, a robust global employment strategy is about a whole lot more than whether you hire through direct entities or via indirect partners in your country of choice. It's about knowing you're backed up by legal experts, no matter where you hire. It's about the confidence that every member of your team will receive a consistently stellar employee experience. And it's about being equipped to hire, pay, and take care of your team in a fast, safe, efficient manner.

No argument in the direct v.s. indirect discourse can grant assurances in all of these areas. Instead, we need to take a deeper look at the building blocks of global employment—what are the key components that make up a truly successful global hiring program?



We believe the core elements People Ops teams need to hire global talent effectively are these:

COMPLIANCE

Legal protection and expertise to cover you in your target geographies;

TRUST

The confidence that you'll receive world-class support wherever you hire;

SPEED

The ability to hire in a fast, scalable way that aligns with your growth trajectory;

GLOBAL

Whether it's direct or indirect, the freedom to hire talent from anywhere in the world;

KNOWLEDGE

Staying up to date with the latest information on local employment law and statutory requirements;

EMPLOYEE EXPERIENCE

Delighting talent with prompt payment, localized benefits, and a winning employee experience for the whole team.

These components make up the foundation of a solid global employment strategy. They're not exhaustive, but it's a strong start before making the leap to building a global team.

At Oyster, we believe global employment solutions should first and foremost be about people—the People Ops leaders who work tirelessly to look after their teams, and the talented team members who form the backbone of their company.

That's why we built Direct+, Oyster's suite of global employment infrastructure designed to make global employment a joy for hiring managers and talent alike.

WHAT IS THE DIRECT+ MODEL

Direct+ gives you everything you need to hire global talent quickly, easily, and successfully. Built out of six core elements, you can think of Direct+ as the ultimate package—a kit of tools and services that sets a new standard for global employment.

Direct+ covers all bases, combining expert support and software to deliver an unmatched hiring experience. The days where People leaders had to settle for “direct or indirect” are over. Now you can go further and faster with Direct+.

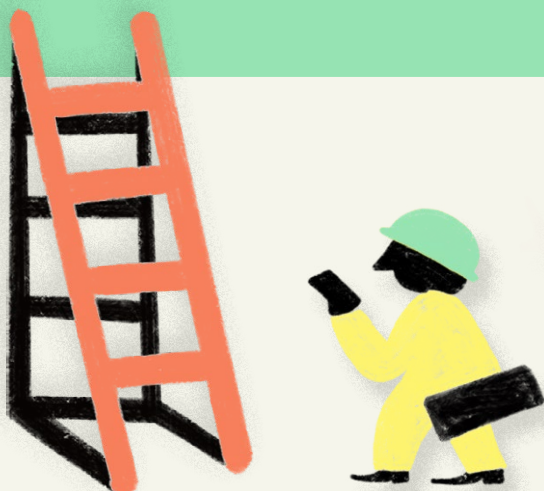
Throughout this eBook, we'll expand on each element that makes up the Direct+ infrastructure, and explore how companies looking to hire across multiple countries stand to benefit from these foundations of global employment.

COMPLIANCE+

Maximize compliance and reduce risk with Oyster Direct+. Through premium liability coverage, IP protection, extensive insurance options, and country-specific legal guidance, you can build your global team stress-free.

TRUST+

Frustrated by platforms with endless fine print and inadequate legal support? HR leaders trust Oyster because we manage all types of employment—anywhere in the world—with the same attentiveness towards compliance, security, and care.



SPEED+

There's no time to deal with the back-and-forth when you're a fast-growing company. Oyster Direct+ offers self-serve global HR tools, automation, and fast customer support—reducing the time to hire so you can scale quickly.

GLOBAL+

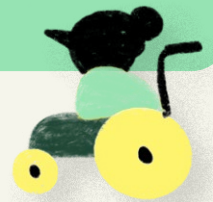
Between Oyster Direct+ entities and our vetted partners, you gain unrestricted access to the world's top knowledge workers in 180+ countries. Find your next all-star—we'll take care of local compliance, benefits, and employee support.

KNOWLEDGE+

When hiring globally, basic or outdated information doesn't cut it. Oyster automatically populates up-to-date data on local country laws and statutory requirements so you don't have to hunt down this information yourself.

EMPLOYEE EXPERIENCE+

Employee retention is more important than ever. Gain an edge on the competition with localized benefits, fast and accurate payments, and career development resources. With Oyster, you're empowered to be a leading global company.



By the end of this document, you'll not only be better prepared for the challenges of building global teams, you'll feel confident starting your global hiring journey, wherever it takes you.



COMPLIANCE+

When hiring across multiple countries, there's always an element of risk. Employment laws in many countries are complex, employee expectations will vary across geographies, and when something goes wrong, the procedures necessary to implement changes in working arrangements will vary too.

“Legal is highly integrated into the product development function. When we talk about the global employment platform, our product benefits from the breadth of our perspective from 40 legal professionals across 16 countries.”

—Kevin Pratt
Corporate Counsel at Oyster

But where there's risk, there are ways to reduce, mitigate, or allow for many factors so you can build assurance for your company. That's where Oyster's Compliance+ comes in: ironclad legal protection built directly into Oyster's global employment platform.

WHAT COMPLIANCE+ GIVES YOU

- 12x liability coverage per employee up to \$1 million USD
- Localized transfer and ownership of all available IP rights
- Access to employment practices liability insurance, cyber/technology insurance, and errors and omissions insurance



WHAT IS COMPLIANCE+?

While some global employment solutions offer legal functions as an additional service, with Oyster you get best-in-class compliance coverage right out of the box. That's because dedicated legal expertise isn't an afterthought, but a cornerstone of our product development process.



In other words, Oyster's global employment platform is built on a foundation of robust legal measures across several key areas, including:

- **Data protection:** Protecting the privacy of our customers and their Team Members is at the forefront of Oyster's platform. With privacy design principles as a key part of our software development cycle, and our commitment to collecting a minimum amount of personal data, we're constantly looking at ways to bolster our privacy measures for data subjects who hire, or are hired, with Oyster.
- **Intellectual property (IP) protection:** When you're hiring globally, you'll want to ensure that the IP your Team Members create is assigned correctly to your company, and that Team Members are clear on their expectations from day one. Oyster's legal team doesn't settle for a one-size-fits-all IP protection model—instead, we work with experts around the world to adapt to local laws and regulations. That means you can rest assured your intellectual property will be protected, wherever you plan to hire.
- **Compliance (SOC2):** Building compliance in our platform starts with our internal practices. Oyster's team is proactive, completing a series of privacy, security, and compliance trainings to broaden our understanding of privacy and security and strengthen our data protection protocols.
- **Benefits:** Built into our platform is a catalog of localized benefits, curated from a locally customized list that Oyster Team Members can tap into to receive a world-class and compliant employee experience.

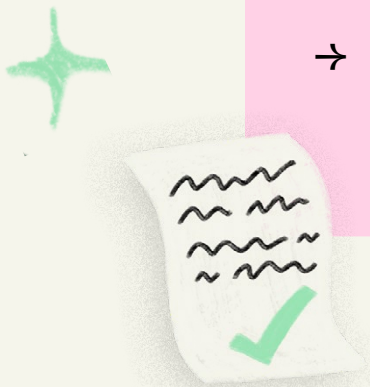
PROTECTING TEAM MEMBERS (AND THEIR PRIVACY)

Before starting any job, it's important to feel that your employer is taking your privacy, your employment, and your well-being seriously. It's also vital that the expectations of your role are crystal clear.

We give our customers' Team Members full transparency on their responsibilities and position, in clear language, so they can start their role with confidence. Oyster's compliance model is structured with the employee experience in mind, and we take pains to ensure Team Members are proud of the company they work for, and feel taken care of by Oyster.

THIS INCLUDES:

- **Privacy on our mind:** Your Team members' security and privacy is our top priority. We've taken measure to protect your team throughout their employment, so they can rest assured their sensitive data is in safe hands.
- **Best-in-class employment agreements:** Oyster's employment agreements are carefully created to protect both Team Members and customers. We word these documents in plain language for full transparency.
- **Equity:** Our legal team is working hard to enable customers to offer equity to new joiners, so Team Members can share in their company's success.



REDUCING CUSTOMER RISK

Hiring global talent is not without its risks. It's impossible to completely remove or reduce the potential for difficulties when building a globally distributed team. But with Oyster, you can take advantage of a global employment platform that has robust legal measures woven into the product at every step.

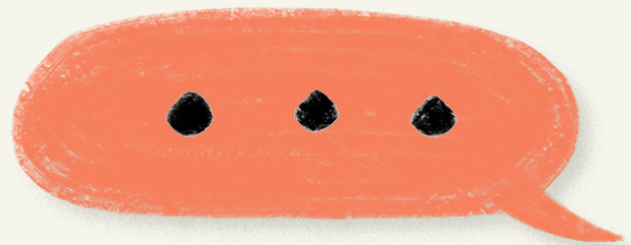
"We love what we do. We have lawyers here who aren't just at Oyster because it's a job. We actually enjoy it, which means we get invested in what we do for our customers and take care to do it right."

— **Jeffrey May**
Information Governance & IP Counsel at Oyster

And unlike our competitors, Oyster's legal model is built to handle local laws and statutory requirements across geographies. That means you can expect customized legal protection wherever you hire, designed to protect your company at the global and local level.

What's more, Oyster takes on the full burden of employment liability for our customers. We handle the responsibilities of hiring and dismissal, defend against any registered complaints, and regularly consult with outside counsel around the world, to ensure unmatched legal coverage for you and your team. So while there's no such thing as zero-risk hiring, Oyster's

comprehensive legal coverage that comes as standard through our global employment platform should give you the assurance to expand your team with talent across the world.



GOOD TO KNOW

While Oyster's legal team is here to support our customers each step of the way, we do not offer legal or tax advice. Our legal support is best accessed through Oyster's platform. In the event that our customers require specific advice, we recommend they seek legal counsel separately.

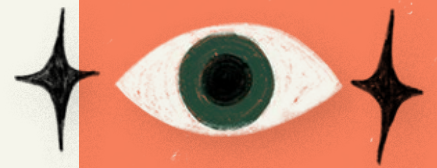
TRUST+

Building a global team can feel like exploring uncharted waters. Each country has its own labor laws, its own work culture, and regionally specific nuances that affect global hiring. With so much at stake, how can you trust that your global employment solution has all your bases covered, and has the requisite knowledge to help you navigate the complex world of global hiring?

“When it comes to building out a team across countries, without the resources or entities to do it yourself, a user-friendly, automated software platform makes a big difference.”

—**Kartik Srivastava**
Corporate Counsel at Oyster

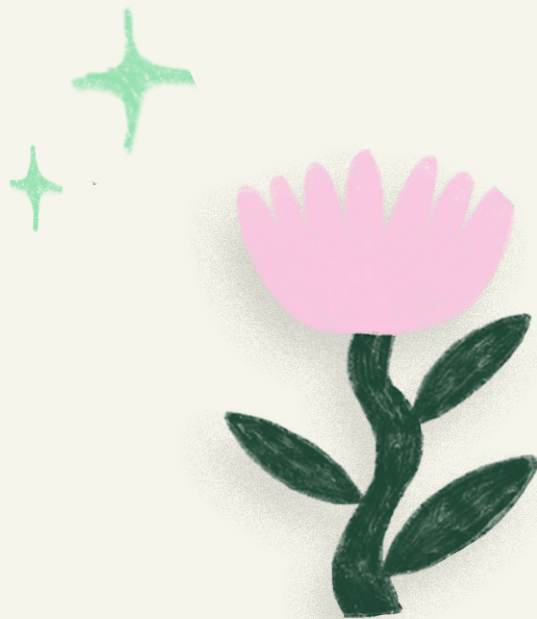
Trusting a third party to take care of your talent is a big deal. That’s why Oyster doubled down on our commitment to earn your trust, through robust legal measures and unrivaled support for your People Ops team.



But trust is not a one-way street. It's equally critical that your Team Members feel valued and supported when they join your company. To that end, Oyster works hard to win the trust of your talented Team Members by providing an excellent experience throughout their employment.

TRUST+ GIVES YOU

- Fast first response from a dedicated legal specialist (average is under five hours)
- Fast resolution time no matter the complexity of case (average is four days)
- Team Members get assigned a Hiring Success Associate during onboarding to provide them with timely information and guidance.



WHAT IS TRUST+?

Oyster's platform and the people behind it work hard to make global employment a joyful experience. That doesn't just mean taking the pain away from global hiring (although that's a big part of it). It also means building the confidence of our customers and Team Members alike, so you can focus on the important stuff—working together as a unified, distributed organization.

To get there, Oyster provides reassurance that your business will be taken care of in the following areas:



→ **The legal aspects of global employment are totally covered:** Oyster has legal considerations baked into every aspect of our platform. That means we can be proactive rather than reactive on legal issues, covering any challenge or outcome you might encounter on your hiring journey.

→ **Fair and transparent pricing:** No hidden or unexpected fees. Oyster's fair, competitive pricing is cost-effective, especially compared to the substantial costs you might face when establishing your own entities.

→ **Full assumption of employment liability:** Oyster takes the burden of employment liability off your hands, so we do the hard work of navigating complex

labor laws while you can focus on more meaningful endeavors—finding exceptional talent.


→ **Resources and processes for employment events:** When things go wrong, or when an engagement does not go as expected, Oyster has the experience and expertise to support customers with delicate People-related incidents as they arise.

→ **Everyday experience as a global, distributed company:** Oyster isn't just an advocate for global employment—as a growing global team ourselves, we practice what we preach. That means we can share our learnings and best practices on global hiring from first-hand experience.

EARNING TEAM MEMBERS' TRUST

Starting a new job can be nerve-wracking, especially in a distributed environment where your company and colleagues aren't necessarily based in the same country as you. It's important at this stage to help your Team Members feel safe, and set them up for success in their new role however you can.

We strive to make the transition for Team Members a smooth one, so they feel positive about their new company and role throughout their tenure.

- 
- **All your Team Members' questions answered in one place:** Oyster's platform was designed to support not just companies, but their valuable Team Members too. Whatever questions they have or help they need, they can get support from Oyster's team through their Oyster portal.
 - **Partnering with Team members on an individual basis:** No employee should feel like a number. Since Oyster employs Team Members ourselves, we treat each individual with the care they deserve throughout their employment, including access to our Help center and support team.
 - **Mission-driven commitment to better workplaces:** Oyster is committed to unlocking fulfilling employment opportunities for Team Members, and making the world of work a more equal place.



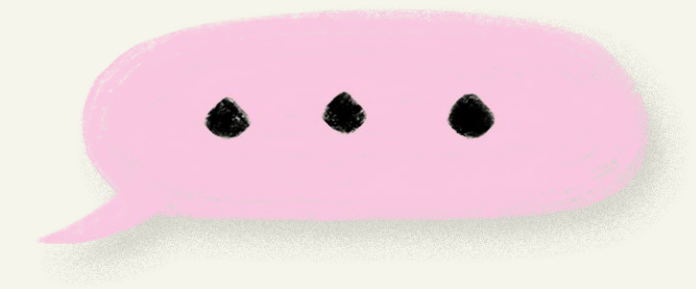


TOTALLY FAIR, TOTALLY TRANSPARENT

Choosing the right global employment solution takes a leap of faith, and at Oyster we are determined to earn that trust from our customers. Oyster's transparent pricing, our policy of taking on full employment liability, and our [open approach](#) to building a distributed company ourselves—all of these are steps we take to instill confidence in our customers.

“We trust with Oyster that we did do it right because we enlisted their help to help us do these things perfectly. So from a leader perspective, I can sleep easy at night knowing that we’re not breaking some law that I didn’t even know existed.”

—Tyler Parson
VP of People at Chili Piper



In addition, we've woven legal protection and expertise into the very fiber of our product, and taken great pains to anticipate and prepare for every possible obstacle between you and your dream team. All that's left for you to do is to fire up Oyster and bring incredible talent into your organization.

RESOURCES ON TRUST

Check out our learnings as a globally distributed company in our "Building in [“Building in Public”](#) series.

Visit our [Trust Center](#) to discover how Oyster builds mutual trust with our customers and partners.

Try Oyster for yourself by exploring our [platform for free](#). No commitments required.

SPEED+

Time is of the essence, especially for fast-growing companies looking to scale with global talent. Speed is so important when it comes to global hiring, and at Oyster we've made great strides to streamline the hiring process. We're committed to automating and improving our processes to get the fastest time-to-hire (TTH) possible for our customers.

“Once all of the paperwork is done, each step is so well described and so well documented that you know what’s next. The onboarding couldn’t be quicker. It’s incredible.”

—Ally Fekaiki
CEO and founder of Juno

Global employment is complex, and slow response times or a lack of communication can be the difference between a breezy hiring experience and a painful one. That's why Oyster's team is just as responsive as our platform, ready to move as quickly as you need to build your global team.

SPEED+ GIVES YOU

- 72-hour support team ticket resolution
- Hiring process complete in under two weeks—and as quickly as in a few days

WHAT IS SPEED+?

Oyster's global employment platform was built with speed and accuracy in its DNA. We know that moving fast is critical, especially when it comes to attracting top talent. Our focus on speed is about more than just fast responses to support inquiries. It's one of our best tactics for making the overall hiring process a smooth and delightful experience.

We've optimized key aspects of what we build and what we do to speed things up for our customers:

- **Hire in a matter of clicks:** Oyster's self-service, intuitive software platform makes it easy and fast to start the hiring process. No need for lengthy email conversations with our team—all it takes is a few minutes and a couple of clicks, and we handle the rest.
- **Automated employment agreements:** We've started automating our employment agreements to accelerate TTH in some countries, and we'll continue to expand this feature globally.
- **Responsive customer support:** Our support team aims to solve any issues rapidly, in 72 hours or less. Whatever the issue, customers should expect highly responsive, knowledgeable, and friendly support as standard.
- **Integrations with your favorite software:** Our aim is to make your hiring workflow easier and faster, even when you're not using Oyster. To make that happen, we've built integrations with tools like [Quickbooks Online](#) and [Bamboo HR](#), with plenty more to come.



NO WAIT TIMES FOR YOUR TALENT

Once you've found your next superstar hire, you won't want them waiting around indefinitely before they sign an employment contract. The longer they're waiting on an offer letter, the lower their engagement levels will slip. Worse, there's an outside chance they'll consider other offers if you can't entice them quickly enough.

Oyster moves fast to ensure your new joiners aren't kept waiting. Once hiring begins, we facilitate prompt payments and responsive support to keep Team Members engaged.

SPEEDY ONBOARDING

From final interview to offer letter to commencement date, we aim for a rapid turnaround so new Team Members can get started quickly.

FAST SUPPORT RESPONSES

Oyster's dedicated Team Member support function is ready to answer questions and solve issues quickly for your new joiners.

PROMPT PAYMENTS

Our automated payroll means your team will get their paychecks on time, every time.

HIRE FAST AND BUILD THINGS

Global hiring should be a fast, pain-free experience. From the moment you find your dream hire, it should be days, not weeks, until they join your team. Hiring with Oyster is fast, and our continued efforts to speed up the employment process means you'll spend less time waiting for your new Team Members, and more time on meaningful work.

“With the help of Oyster and their super friendly team, we’ve been able to rapidly scale our team and hire the best talent without boundaries. Remote hiring is becoming one of our superpowers and Oyster enables us to work with the best folks from 10 countries and counting.”

—G2 Review from an Oyster customer

TOOLS TO HELP YOU HIRE FAST

- [Oyster templates](#)
- [Employment cost calculator](#)
- [Employee classification tool](#)

[And more here](#)



Beyond convenience, faster hiring means your team can scale effectively with diverse talent, in line with your ambitions. Our customers are growing rapidly with Oyster talent—some even doubling or tripling their workforce through global hiring. Global employment doesn't mean having to compromise your growth plans. It can become, as one customer put it, your new superpower.

GLOBAL+

Global employment is not about whether you can hire “directly” or not. It’s about getting access to global talent, wherever they are in the world. When it comes to hiring in a particular country, our mandate is not necessarily to employ talent directly, but to provide the best outcome possible for our customers and Team Members, whatever that looks like.

“Even if it’s not their own legal entity, Oyster centralizes the experience by taking ownership and acting as the middleman to resolve any issues. For me, that has been really impactful.”

—David Dawoud

Head of People at Demodesk

In reality, the best global employment solutions offer a best-of-both-worlds approach when it comes to direct and indirect hiring. The result is that customers can look for talent anywhere they choose, with a consistently strong experience for them and their Team Members.

GLOBAL+ GIVES YOU

- Access to 80% of the world’s employable knowledge workers through Oyster’s direct entities
- Access to the remaining 20% through vetted partners



WHAT IS GLOBAL+?

Oyster unlocks access to the world's talented knowledge workers through Global+. This approach combines the efficiency of direct entities with the valuable expertise of local partnerships. In other words, while we hire confidently through our own entities in the majority of countries, elsewhere we leverage the help of trusted partners to achieve a great outcome for our customers.

This two-pronged strategy benefits our customers, who get the benefit of local expertise on a global scale:

- **Always your point of contact:** Whether you're hiring through our entities or our in-country partners, your point of contact is the same. Oyster remains by your side at all times to ensure your hiring journey is a smooth one.
- **Unprecedented access:** Oyster unlocks an enormous talent pool in over 180 countries, and the list keeps growing. Engage talent wherever they live in the world.
- **Efficiency of direct entities:** Where Oyster has direct entities (in 80% of the knowledge worker market), we can guarantee fast, efficient, compliant hiring across your target countries.
- **Structured around our customers:** Unlike some solutions, Oyster's global employment platform is set up to support our customers with the best option for every situation, whether that's indirectly by working closely with our vetted partners, or through our existing entities.



REMOVING BORDERS TO BETTER EMPLOYMENT

At Oyster, we're serious about opening up access to great work for talented people all over the world. By taking a hybrid approach, we can offer complete coverage and open the doors to meaningful work for more people than would be possible if we strictly hired directly or indirectly.

For Team Members, this means more work opportunities, supported by our in-house teams and trusted experts.

- **A truly global experience:**
With coverage in almost all of the working world, Oyster is proud to support talented workers in more countries than our competitors.
- **Supported by local experts:**
Rather than go it alone, we've decided to partner with trusted local advisors where required to ensure an excellent employee experience.
- **Access in emerging markets:**
Oyster employs 25% of Team Members in emerging markets, unlocking opportunities outside of large economies to level the playing field. Our aim is to increase this number to 30% by 2024.



MORE COUNTRIES AND MORE TALENT TO CHOOSE FROM

Companies interested in global talent should not be limited to certain countries, or just to major Western hubs. Global employment should mean just that—truly global access to talent in the whole working world, including emerging markets.

By building a best-of-both worlds approach to global access, customers get broader country coverage with Oyster than they can expect elsewhere, without compromising on the quality of their employee experience.

“We are a start-up that is built out of one location with people from very similar backgrounds. When we embraced distributed work, we could access diverse talent pools not only to bring different perspectives but also to help us understand our global customers better and that brings a lot of business value.”

—Andy Turnbull
Head of People Bolt

Global access isn't just for talent acquisition. It enables customers to make a difference, create opportunities where they never existed before, and make an impact by joining Oyster's mission to make the world a more equal place.



HOW TO MAKE AN IMPACT WITH OYSTER

- Join our mission and read our [annual impact report](#)
- Support your [Ukrainian Team Members](#)
- Hire [talented refugees](#)

KNOWLEDGE+

So much of what makes global hiring difficult is the need to navigate a minefield of information. What bonuses will my Team Members expect in Mexico? What family leave are workers entitled to in Iceland? Where can I find tax information for my team in Brazil? Finding answers to these intricate questions can be a headache.

“Oyster setup takes minutes. The positive impact on the new hire is immense. The efficiency and ease of engagement with Oyster has been priceless.”

—Jeff Wellstead

VP People Strategy, Change and Transformation, humn.ai

In an ideal world, hiring managers would be able to find the information they need in a single, centralized place, without having to ask for support or waiting on a customer service call. Global employment knowledge should be accessible through a simple, self-service platform. That’s what we’ve created with Oyster.

KNOWLEDGE+ GIVES YOU

- Employment regulations data and statutory requirements knowledge as standard, within the Oyster platform
- Self-service global HR tools
- Auto-updates on changes to local laws and requirements



WHAT IS KNOWLEDGE+?

Knowledge+ puts critical information about global hiring at your fingertips. Instead of a phone call or email, Oyster's platform opens up an encyclopedia of global employment knowledge to equip your People team. For more complex matters, Oyster's knowledgeable team is here to help—whatever country, whatever timezone.

The expertise housed in Oyster's platform equips you to launch your global employment strategy with these tools:



→ **Product infused with knowledge:** Oyster isn't just a hiring platform, it's a knowledge platform. We've woven information into our product so you can find answers to your global employment questions, all in one place.


→ **Pearl, your virtual assistant:** Meet Pearl. She's available 24/7 and packed with knowledge to assist you in your hiring journey. Whether it's an auto-recommendation to strengthen your offer letter, or useful facts on matters like probation or vacation, Pearl's know-how will make your employment experience a breeze.

→ **HR business partners and benefits experts (HRBPs):** Oyster assigns a dedicated HRBP representative to support you with country-specific challenges, such as employment regulations or cultural nuances. They partner with you to save you time and set up your hiring for success.

→ **Country guides:** If you need a quick overview of your target countries, including taxes, cost of hiring, time off, employment rules, and more, you can head over to our country guides for easy-access information.

→ **Self-serve HR tools:** Dive into our employment cost calculator, worker misclassification analyzer, and more tools to get up to speed in a pinch.

THE BEST START FOR YOUR TEAM MEMBERS



Since first impressions are so important, you'll want your new Team Members to feel secure and confident in their first interactions with your company. That means making an employment offer that makes sense, delivering a pain-free onboarding experience, and ensuring accuracy when it comes to capturing information.

Knowledge+ has your back, keeping you fully up to date and automating critical steps in the hiring process so your Team Members get the best start possible.

THIS INCLUDES

- **Attractive employment packages:** With automated advice from your employment assistant, Pearl, you'll be in position to offer a competitive package to your candidates so you can secure the best talent.
- **Smooth, accurate info capture:** Filling out forms is never much fun. But at least with Oyster, your information is centralized and easily retrieved to avoid errors and confusion.
- **A smoother ride through onboarding:** Efficiency is key, so your talent can start quickly and hit the ground running. Oyster's automated, country-specific, step-by-step onboarding system will have your team ready to go in no time.



EMPOWER YOUR TEAM WITH EXPERT KNOWLEDGE

We know that global employment can be complex. But complexity shouldn't stop global hiring from being a joyful experience. Knowledge+ makes even complex hiring journeys simple, so your People team can focus on onboarding their exciting new talent.

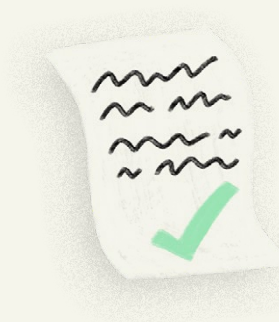
“The platform is very easy to use, clean and streamlined; very intuitive. With all our hires, we’ve had very clear communication with the Onboarding Team. Working with Oyster has been very easy and we are super happy so far.”

—Oyster review on G2.com

With knowledge where you need it, accessible and centralized in Oyster's platform, you won't be spending hours tracking down answers. And when self-serve isn't enough, our support team is only a click away, so you're never on your own when you need a hand.

HOW TO STAY UP TO DATE ON GLOBAL EMPLOYMENT

- Keep informed through our [library of guides, reports, and white papers](#)
- Check out our [country guides](#) for location-specific info
- Build your own global employment strategy with our [self-service tools](#)



EMPLOYEE EXPERIENCE+



No matter where your team may be working from, you'll want to make them feel at home in your organization. And as competition for talent intensifies, the employee experience has become the most impactful way to differentiate your employer brand and improve retention. The same is true for global teams.

“HR by its very nature is complex. We’re not only dealing with legislation across many different countries but different cultural norms and local nuances. On top of that, we are engaging with people, who come with their own aspirations, concerns, and views of the world.”

—Amanda Greene

VP of Customer Experience at Oyster

For distributed teams, building a positive company culture and a strong employee experience is even more crucial. Despite the advantages of remote work, distributed workplaces can be siloed and isolating. It's up to People teams to foster an environment that's just as captivating and enjoyable as the office.

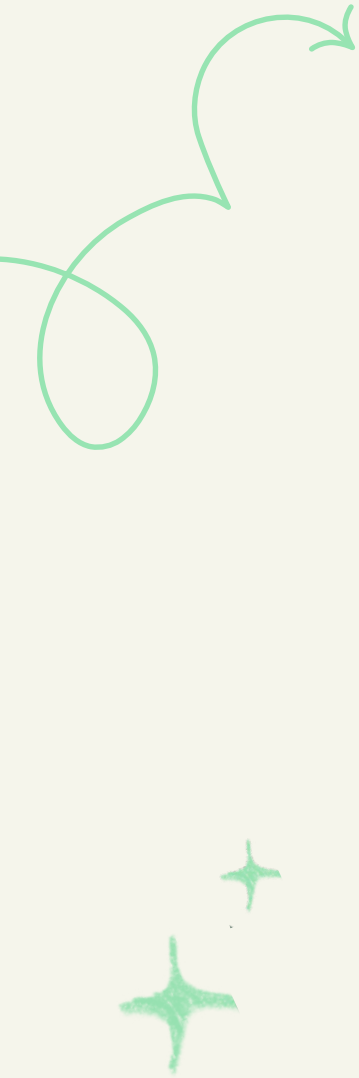
EMPLOYEE EXPERIENCE+ GIVES YOU

- Access to localized equitable benefit plans
- Access to Oyster Academy development courses

WHAT IS EMPLOYEE EXPERIENCE+?

Oyster's platform, and our efforts behind it, are focused on delivering a uniquely human experience for global teams. Employee Experience+ is about recognizing the specific needs of talented individuals and leveraging ways to fulfill those needs wherever possible. The result is a truly human-centric employment experience that takes care of your talent at every step.

We bring Employee Experience+ to our customers through these key measures:

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- **Individualized benefits:** A one-size-fits-all approach to benefits isn't enough for Oyster customers. We work with a variety of local partners and benefits distributors to provide personalized benefits that make sense for your star Team Members.
 - **Local mindset for your employment package:** Your team will have different expectations depending on their home country. With that in mind, we work with local experts to craft relevant, delightful employment offers that are location-specific.
 - **Your employee experience partner:** We know your unique employee experience is what sets your organization apart. We'll work with you to design a benefits package that reflects your company values, putting you in the driver's seat.
 - **By your side through complexity:** Whether it's a delicate HR issue or a challenge your Team Member is facing, we'll work closely with you to solve any obstacles you face and ensure the best outcome for your team.

MAKE GLOBAL EMPLOYMENT HUMAN-CENTRIC

Global hiring should be about celebrating and elevating talent. At Oyster, we've made it our mission to make work more human-centric, so it's vital that Team Members feel taken care of all through their employment lifecycle.

Employee Experience+ is about making a distributed role just as rewarding as a local one. We do this in several ways, including:

- **A consistent experience across borders:** The best way to unify a global team is to provide a consistent experience for all colleagues, wherever they're based. With localized benefits, prompt payroll, and ongoing support, Team Members get the same excellent experience regardless of their location.
- **Prompt, accurate payments:** Our automated payroll systems deliver salary payments promptly and with 98% accuracy. Since salary is so important to get right, we're working hard on getting that number to 100% through refining our systems and through further automation.
- **Access to learning through Oyster Academy:** Oyster Academy provides the opportunity for your team to hone their skills as distributed workers. Team Members can access tens of hours of free course material (and counting) to develop remote working skills and help them thrive in a distributed environment.



AN EMPLOYEE EXPERIENCE TO SHOUT ABOUT

When you're building a team, your global employment solution shouldn't feel like "just another platform". It should feel like an extension of your team—a close partner you can rely on to help you elevate your brand.

Working with Oyster, you can expect us to treat your Team Members with as much thought and attention as their company. Our passion for making global employment a human experience is better for us, for our customers, and for the thousands of Team Members who have been hired through Oyster.



“When organizations are human first, like Oyster, it makes a difference in everything. The way the software is built is different. The experience is going to feel different. The way in which they do business is going to feel different.”

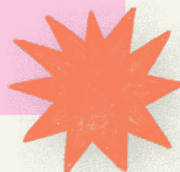
– **Tyler Parson**
VP of People at Chili Piper

Wherever your hiring journey takes you, you can expect the same, world-class experience for your talent. We'll continue to work on finding new ways to empower and support your Team Members, so you can build a happy, engaged team of talented individuals.



BUILD AN EMPLOYEE EXPERIENCE YOU CAN BE PROUD OF

- Get up to speed on employee expectations with our [latest report](#)
- Learn how you can distribute [top benefits](#) to your star talent
- Dive into learning with [Oyster Academy](#)



LET'S BUILD A BETTER FUTURE, TOGETHER

Choosing the right global employment platform isn't easy. If you're weighing your options, consider that the decision is about more than just software. Sure, intuitive tools are important, but just as crucial are the people, support, and mission behind the product.

Oyster's Direct+ is a suite of features and systems designed to empower the next generation of People teams. We're committed to building a better future of work, a more equal world, and a more human form of global employment for everyone involved.

So whether you've decided to take the plunge with Oyster, or you're still exploring, feel free to kick things off by signing up for our platform. We can't wait for you to join us.

