

BEYOND BORDERS: HOW DEEL POWERS HYQOO'S GLOBAL CONTRACTOR PLATFORM

The rise of remote work has significantly reshaped the global labor market, particularly in the realm of contract employment. Staffing firms tasked with managing this decentralized workforce must now navigate complex international labor laws, ensure compliance with tax and regulatory frameworks across jurisdictions, and address concerns related to data security, time tracking, and deliverable verification.

Hyqoo, a global talent cloud platform, specializes in sourcing, training, and deploying elite contract-based talent to client projects worldwide. Hyqoo trains talent in-house and maintains a curated network of top professionals, who are then matched with client projects. Its global contract workforce of more than 300 contractors spans multiple time zones and regions—including Latin America, Asia Pacific, Europe, and the Middle East. Hyqoo required a global payroll partner capable of supporting complex compliance and contractor management needs. After evaluating several providers, Hyqoo selected [Deel](#) for its extensive country coverage, comprehensive compliance protections, ease of use, and consistent customer service.

The Challenge

Hyqoo's unique model involves deploying entire contractor teams for client engagements, often in regions with complex legal frameworks. The core challenge was to implement a global payroll and compliance infrastructure that could:

- **Support contractor and employee onboarding all over the world.** Clients need contractors to come on board quickly and hit the ground running. Hyqoo needed an HCM solution that could accomplish onboarding smoothly, getting talent working and paid accurately and on time. This is not only important to the client but also critical for retaining qualified professionals.
- **Adhere to local labor and tax laws.** Local compliance and tax laws are changing at a rapid rate, and it is almost impossible to track unless an organization has boots on the ground constantly monitoring these changes. Hyqoo needed a partner to help them not only understand the current compliance and tax laws but also keep them up to date.

SHARE THIS REPORT



AT A GLANCE

Solution

Deel

Research Participant

Hyqoo

Synopsis

3Sixty Insights spoke with Hyqoo, a global talent cloud platform that specializes in sourcing, training, and deploying elite contract-based talent to client projects worldwide. Hyqoo required a solution that would simplify global hiring and ensure legal compliance across more than 50 countries. Hyqoo chose Deel—and remains loyal to them—because of their unmatched global reach, excellent customer service, ease of use, and deep knowledge of local laws and regulations.

ANATOMY OF A DECISION

- **Minimize risk from misclassification.** Misclassification of workers can violate employment laws related to wages, working hours, and termination protections, leading to costly litigation. Risks vary by jurisdiction, with particularly stringent enforcement in regions such as the U.S., the EU, Latin America, and parts of Asia. To mitigate these exposures, Hyqoo needed a partner to ensure compliance with local employment laws and provide indemnification.
- **Provide responsive customer service.** Hyqoo needs to respond quickly to its clients, regardless of their country or time zone. Hyqoo required a provider who would be equally responsive when problems arose, ensuring client satisfaction.

Initially, Hyqoo worked with another leading payroll vendor alongside Deel. However, they encountered several challenges with this vendor, including hidden fees, unresponsive customer service, and high conversion costs, leading to complaints from consultants. Ultimately, Hyqoo phased this vendor out and standardized its payroll operations with Deel.

The Decision

Hyqoo needed a solution that would simplify global hiring and ensure legal compliance. Several providers were evaluated, including Deel, Remote, Oyster, Rippling, and Multiplier. Deel was ultimately selected for several reasons:

Unmatched Global Reach. Deel enables Hyqoo to hire and manage talent in over 50 countries, including regions with limited infrastructure, such as Nepal, Sri Lanka, Chile, and parts of Africa and the Middle East. At the time of the decision, no other vendor offered a more comprehensive or robust solution.

Built-in Compliance. Deel has helped Hyqoo ensure legal compliance in every market. Deel's Contractor-of-Record (CoR) and employer-of-record (EoR) products provide legal indemnification and mitigate classification risks in high-risk markets, such as Germany, France, and Israel. "We're confident in our compliance because Deel handles the legal side thoroughly," says Kunal Patel, Global Talent Partner at Hyqoo. "That gives us peace of mind."

Transparent, Predictable Pricing. No surprise fees or exchange markups mean Hyqoo can plan budgets and keep contractors happy. Tools like the Global Hiring Kit and take-home pay calculator provide clear insight before hiring in any country, specifically, how much net salary the employee will receive, the gross salary required to reach that amount, and the total cost to the company. "It's important for me to understand not only how much I'm paying a consultant, but also the additional expenses incurred on top of that payment, especially the associated service fees," explains Patel.

Dedicated, Personalized Support. Hyqoo works with a dedicated account manager and has built a long-term relationship with Deel's team. Questions are answered quickly, and issues are resolved fast. This is a level of service that Hyqoo had not seen with Remote.

"We've been working with the same team at Deel for more than four years," says Patel. "That kind of continuity is rare in this space. We can ask a question and get a clear answer within minutes. When you're operating across time zones, that responsiveness is invaluable."

Custom Reports. Custom-built reports provide detailed insights into workforce activity, while Deel's user-friendly dashboard and mobile app simplify management across geographies.

For example, Patel explains how Hyqoo required a custom MIS report that was not included in Deel's standard reporting suite. Deel's team built and delivered the report within a week, enabling Hyqoo to generate and download it directly from the application. "They respond to feedback promptly, which is one of the aspects I appreciate most about them."

ANATOMY OF A DECISION

User-friendly and built to scale. After entering the hours worked, the system automatically generates an invoice. Once the invoice is ready, payment can be completed with a single click. “The entire process is straightforward and efficient,” explains Patel. “We can onboard and manage hundreds of contractors with just a few clicks. It’s streamlined, intuitive, and built to scale.”

The Results

For Hyqoo, Deel stood out from its competitors in many ways, but especially in its customer service. “The consistency of their service has never changed,” says Patel. “I think that is what makes us a loyal customer.”

One example of this, explains Patel, is how seriously they take feedback.

Hyqoo had an HRX issue with the Brazil team involving consultants under an employer of record arrangement. The Hyqoo team raised concerns that the responses from the Deel HR team were inconsistent with what had initially been communicated. Hyqoo needed to offboard someone, and the process was not proceeding as expected. As soon as the issue was raised, Deel responded immediately and took corrective action.

Another instance was during an early phase of Deel's growth, when Hyqoo needed to transfer a large number of employees to a different manager within the system. At the time, the functionality didn't exist in the platform. “We flagged this as a pain point,” says Patel, “and their team quickly offered to handle the migration manually if we provided a list.” Five months later, Deel rolled out a new feature allowing seamless internal transfers within the application, not just for Hyqoo, but for all customers. “It’s clear they listen carefully, understand the challenges their clients face, and actively work to improve the product in response,” Patel notes.

In addition, Hyqoo finds several Deel capabilities and systems particularly valuable:

- **Contractor and Payroll Management:** Most of Hyqoo's 300+ global contractors are managed using Deel Contractor-of-Record, with Deel EOR used in select high-risk countries.
- **Equipment Logistics:** Deel IT enables easy delivery of work equipment across challenging regions, especially in Latin America. “Delivering equipment in Latin America is a big pain,” explains Patel. “The custom charges are crazy. But Deel has done a remarkable job in managing this for us.”
- **Deel Knowledge Hub, Global Hiring Kit, and Deel AI:** A global hiring and payroll resource that provides relevant country guides and compliance updates. Deel's AI tool enables users to find the information they need quickly. Hyqoo has utilized these tools for compensation benchmarking, salary structure analysis, strategic planning, and pre-hire salary calculations.

Looking Ahead

For Hyqoo, Deel has become a strategic partner in delivering world-class talent solutions. With its global infrastructure, transparent operations, and reliable human support, Deel has enabled Hyqoo to scale with confidence and agility.

“We’re never going back to Remote,” says Patel. “Deel gives us the reach, reliability, and responsiveness we need to power our global business.”



Dylan Teggart

Principal Analyst | 3Sixty Insights

Dylan Teggart is a Principal Analyst at 3Sixty Insights, specializing in Human Capital Management (HCM) and Workforce Management (WFM).

Dylan's expertise lies in understanding how technology impacts workforce engagement, retention, and overall business productivity. He is passionate about addressing modern workforce challenges and redefining how we work by breaking the traditional role of the "9-to-5" job. Whether it's through workplace optimization, leveraging AI, or experimenting with flexible work models, Dylan is always interested in hearing what's new and different in the world of work.

His key contributions at 3Sixty Insights have included instrumental work in our 2024 benchmark report with Eightfold, exploring the misalignment between HR leaders and the C-suite, as well as authoring numerous other blogs, reports, and thought leadership pieces. Dylan is also one of the primary hosts of 3Sixty Insights' HRTechChat podcast and has appeared as a guest on podcasts such as Up Next @ Work and PeopleTech.

As part of his 2025 research agenda, Dylan is investigating the long-term impacts of AI, workforce dynamics, talent management solutions, and the future of work beyond the traditional 40-hour week. His forward-looking research equips businesses with the knowledge needed to stay competitive.

Before joining 3Sixty Insights, Dylan held positions at UKG and Dayforce, and is an alumnus of New York University.

LinkedIn: <https://www.linkedin.com/in/dylan-teggart/>

Twitter: <https://twitter.com/DylanTeggart>