Stop paying big-name prices for second-tier service: **A guide to fair value in global tax & accounting**

If you're working with a big-name global firm but frustrated with the service, this guide will show you how to get better value for your investment.

VISTRA

Reality check

Working with a big-name global firm? Here's what you're probably experiencing:

Enterprise pricing:

- Paying rates designed for Fortune 500 companies despite being mid-market
- Regular annual fee increases with no corresponding service improvements
- Surprise bills for "standard" services that should be included
- Complex billing structures making it impossible to predict annual costs

Junior staff issues:

- Senior partners disappear after the sales process
- Day-to-day work handled by inexperienced junior associates
- High staff rotation leads to a constant need to re-educate teams. Compliance and information requests come from people who don't understand your business

Deprioritisation:

- Urgent requests taking days or weeks for response
- Being bumped when larger clients need attention
- Limited access to senior expertise when you need it most
- Feeling like you're subsidising better service for bigger clients

Over-engineering:

- Complex solutions designed for enterprise clients, not mid-market needs
- Processes and reporting designed for larger-scale operations than you need
- Technology solutions with enterprise complexity and licensing costs
- Being "managed up" to services you don't need or want

Mid-market companies working with big-name global firms often feel trapped between high costs and disappointing service. You're paying premium rates but not receiving premium attention or results.

What fair value actually looks like

Complete tax & accounting solution under one roof

- **Global Statutory Compliance:** All tax returns, statutory accounting, and financial reporting
- **Global Tax Advisory:** Strategic guidance, transfer pricing, permanent establishment, and tax efficient entity restructuring and rationalisation
- **Management Accounting:** Bookkeeping, management accounts, budgeting and forecasting support
- **Global Technology Platform:** Enterprise-grade visibility with no licensing fees

Single point of contact

- One dedicated relationship manager for all countries (liaising on your behalf with Vistra's local in-country-specific tax & accounting experts)
- Unified communication with senior-level professionals
- Consistent reporting and deadline management across countries
- Proactive outreach instead of you chasing status updates

Unified technology platform

- Real-time compliance dashboard showing status across all countries
- Automated deadline alerts and regulatory change notifications
- Accessible on both mobile and desktop
- Integration capabilities with your existing ERP and accounting systems
- Single login accessing all documents and filings globally
- Integrated reporting that eliminates manual consolidation work

Standardised global processes

- Consistent workflows and quality standards across countries
- Unified data collection and document management
- Standardised reporting formats for easy comparison and analysis
- Coordinated response to regulatory changes and new requirements

Scale economics

- Significant cost reduction vs big-name firms' annual fees
- Volume-based pricing delivering significant cost savings
- Elimination of surprise billing and scope creep charges
- Reduced internal administrative burden freeing up strategic capacity
- Technology platform included with no additional licensing fees

How the transition works

Design (2-3 days)

We audit your current setup – all the services, processes, deadlines, and pain points. The goal is understanding exactly what you're paying for versus what you're receiving and building a transition plan that improves service while reducing costs.

You get a clear picture of current service gaps and overcharges, plus a detailed service agreement with specific response commitments.

Implement (3-30 days)

We don't need to switch everything at once. Services migrate in phases based on deadline timing and complexity. During the overlap period, we coordinate to ensure nothing falls through the cracks.

Senior team members get assigned to your account from day one – not junior staff who need training. We manage knowledge transfer to ensure business understanding carries over seamlessly.

Support (Ongoing)

With a consolidated approach, you gain total global visibility through one platform and relationship, allowing your team to focus on strategic financial and tax value instead of coordination.

This streamlined infrastructure also simplifies future expansion, as the framework is already in place.

Key implementation features

- ✓ Dedicated project manager throughout transition
- ✓ Minimal disruption to current operations
- ✓ No massive internal project team required
- ✓ Hyper-care support during the first 90 days

Real examples

Technology Company – Ivanti

This client needed to rationalise 40 entities across 25 countries following acquisitions while maintaining compliance across all countries.

After consolidating with Vistra, they achieved business-wide entity rationalisation, reduced risk and expenditure, and implemented tax-efficient processes. The transition was completed in 12 months with no compliance failures.

Additional client success

- **Technology sector client:** achieved a **60% cost reduction** by consolidating global tax and accounting compliance for over 40 entities
- **Manufacturing client:** We helped **eliminate compliance failures entirely** and reduce their audit prep time by a material percentage
- **Life sciences client:** Streamlined transfer pricing documentation across 15 countries

"Vistra's international tax advisory team took care of our multi-country clean-up and de-registrations on a practical basis with no surprises. The team helped to reduce our risk and expenditure, leaving us free to concentrate on our core business."

Sean O'Mahony
Finance Director, Ivanti International

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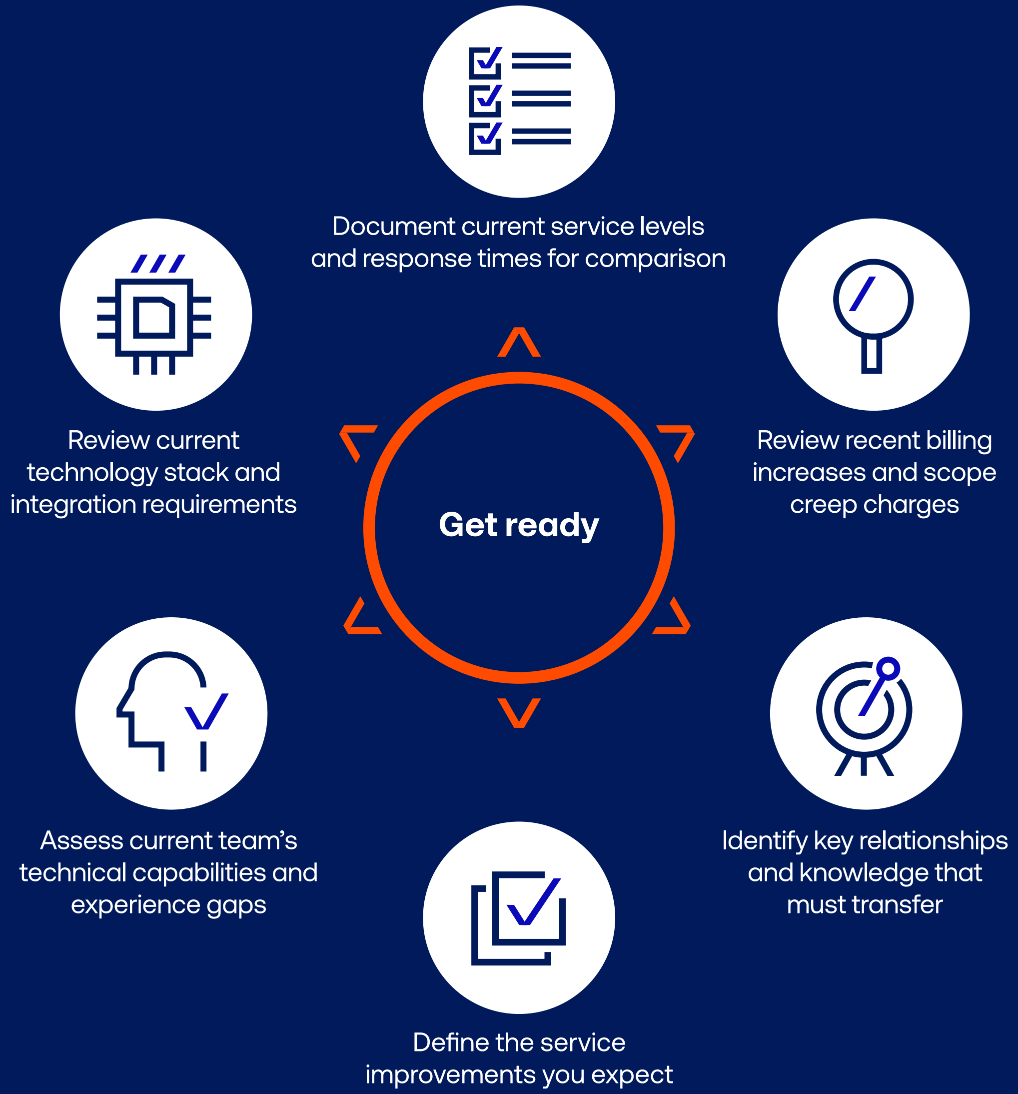
Financial impact: what better value delivers

Typical ROI for mid-market companies:

- **Cost reduction:**
  Significant savings vs big-name firms' annual fees
- **Efficiency gains:**
  Reduced internal administrative burden
- **Risk mitigation value:**
  Avoid costly penalties, double taxation, critical compliance failures
- **Technology savings:**
  No licensing fees required for platform access
- **Example:**
  A company with 45 entities across 40 countries saved 60% on annual tax & accounting compliance costs

Is your current supplier meeting your expectations?

Prepare yourself to have an informed conversation with a potential new supplier and to clearly justify the decision to switch internally if needed.



Ready for fair value?

You shouldn’t have to choose between global capabilities and fair pricing without enterprise-level overhead.

Built for companies like yours:

- ✓ $15M-$700M annual revenue
- ✓ Operations in multiple countries
- ✓ Currently using big-name firms but frustrated with service

Want to see how other mid-market companies have successfully transitioned from big-name firms to superior service at fair pricing?

Give it to Vistra

Global coverage, local expertise, backed by technology. Delivering both compliance and advisory services to simplify and optimise your global tax management.

About **Vistra**

Here at Vistra, **our purpose is progress.** As a close ally to our clients, our role is to remove the friction that comes from the complexity of global business.

We partner with companies and private capital managers along the corporate and private capital lifecycle. From HR to tax and from legal entity management to regulatory compliance, we quietly fix the operational and administrative frustrations that hamper business growth. With over 9,000 experts in more than 50 markets, we can accelerate progress, improve processes and reduce risk, wherever your ambition takes you.

Talk to an expert

vistra.com/contact-form

Scan the QR code to visit our website and get in touch – we'd love to discuss how our global tax & accounting expertise could support your business.