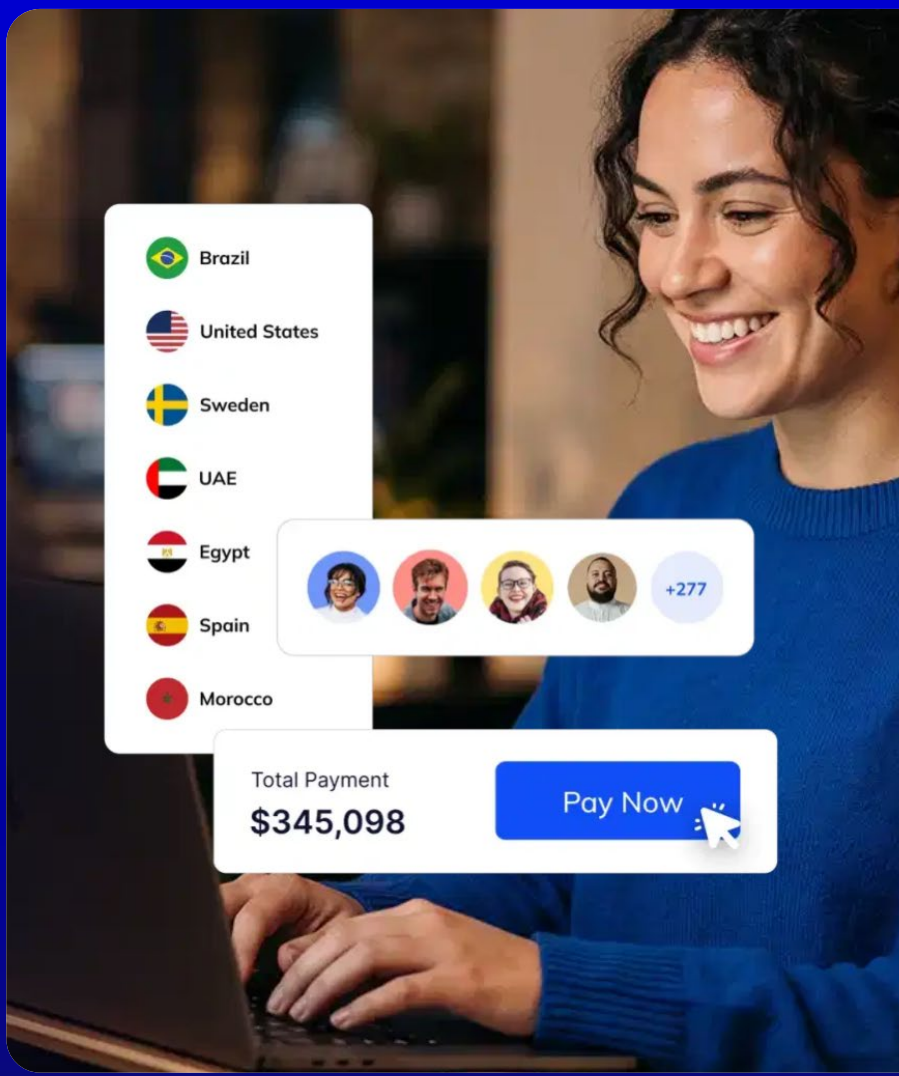
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RemotePass

Building the Infrastructure for a Borderless Workforce

How a MENA-born platform connects employment, payroll, payments and worker support to help companies build teams across borders.



Talent can work across borders more easily than the systems supporting that work. A company may find the right person in another country within days, yet still need to resolve contracts, worker classification, payroll, banking and benefits before the relationship can function. The employee or contractor experiences the same fragmentation from the other side: uncertainty over when money will arrive, which currency they can receive and where to turn when something goes wrong. Global hiring creates opportunity, but the infrastructure around it determines whether that opportunity becomes a reliable working relationship.

RemotePass describes itself as “the global employment platform that becomes part of your team.” It helps companies employ, pay and support full-time employees and contractors across 150+ countries. A dedicated account owner works with each customer from day one, coordinating setup, ongoing operations and expansion into new markets. The company reports supporting more than 35,000 workers, serving more than 1,000 companies and processing over USD 1 billion in payments.[1]

Founding Story and Mission

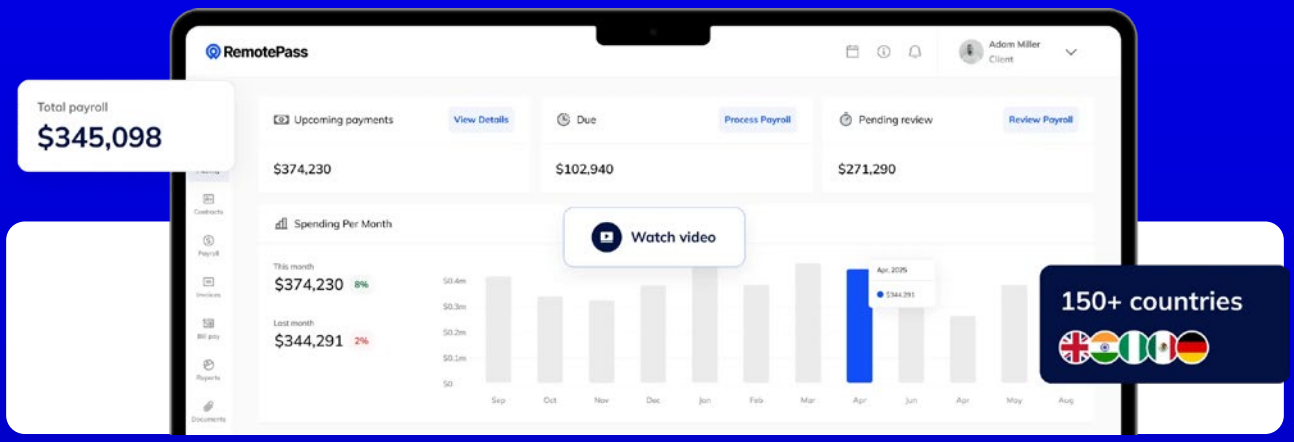
RemotePass emerged from SafarPass, the business-travel platform built by Kamal Reggad and Karim Nadi. SafarPass launched in 2019. When the pandemic disrupted travel in early 2020, the founders redirected the business toward a problem they were experiencing in their own distributed team: managing and paying people across markets with different employment requirements and financial infrastructure.[1]

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The mission that followed extends beyond arranging a contract. RemotePass aims to make location less of a barrier to employment opportunities, benefits and financial services. Employment remains the entry point, while payments, worker support, company spending and equipment address needs that continue after onboarding. The platform’s development reflects the founders’ view that distributed work requires continuing operational support, not simply permission to hire internationally.[1][3]

That origin helps explain the product’s emphasis. RemotePass began with the practical difficulties of running a remote company in complex markets; its subsequent expansion has followed the additional work that customers need to complete around each person they hire.





The Complexity Behind Cross-Border Hiring

The problem RemotePass set out to address was a fragmented operating process. Employment contracts, payroll, compliance, payments and worker support were often delivered by different providers. Companies had to establish entities or coordinate advisers, payroll vendors and banking partners. A workable process in one country did not necessarily transfer to the next. Each additional location brought another set of responsibilities and another potential break in the chain.[3]

For employers, the burden extends beyond administration. A payroll run can be approved internally while an international transfer still fails. A contract can be signed before the practical implications of worker classification have been resolved. HR may hold employment information while Finance maintains separate payment records. Repeatedly moving information between those systems makes exceptions harder to identify and responsibilities harder to follow.

For workers, the consequences are immediate. Payment delays affect household cash flow, conversion costs change the value of earnings and limited payout options reduce financial flexibility. Reliable payments, transparent currency conversion and country-level compliance are continuing priorities for RemotePass's customers. Expectations also extend to benefits and access to company resources, regardless of where a team member lives.[3]

The underlying problem is therefore continuity. Software must connect an employment decision to a contract, a payroll instruction, a successful payment and support when circumstances change. Country coverage is useful only when that sequence works in practice. This is the gap RemotePass seeks to address through a combination of technology, payment infrastructure and people who understand the markets involved.

One Platform, Different Employment Models

RemotePass operates a B2B model, helping companies employ, pay and support workers through several distinct services. Contractor Management organizes contracts, invoicing and payments for independent contractors. Contractor of Record adds a legal contracting layer: RemotePass becomes the contracting entity and supports the associated administration and compliance. Those models address contractor relationships and should not be confused with full-time employment.[1][4][5]



Employer of Record addresses employees in countries where a customer does not have its own employing entity. RemotePass takes the legal-employer role and manages employment administration while the customer directs day-to-day work. Local and multi-country payroll serve a different situation: the customer employs workers through its own entities and uses RemotePass to coordinate payroll operations. The appropriate model depends on the relationship and market, not simply the preferred payment method.[6][7]



Employment anchors RemotePass's commercial proposition, with payments, benefits, SpendCards and equipment available as customers' needs expand. The platform is increasingly focused on mid-market and enterprise companies operating internationally. For those businesses, adding a new country can create several connected needs at once: an employment arrangement, a payroll process, a workable payment route and someone accountable for support. The breadth of the suite gives customers ways to address those needs within the same relationship.[1][3]

One Connected Journey: From Onboarding to Worker Support

The journey begins once a customer has identified the person it wants to hire or engage. One dedicated Customer Success Manager owns the account from day one, understands the customer's business and markets, and coordinates setup, day-to-day support and expansion into new countries. The same person remains the main contact as the customer grows or switches from another provider. Contractors move through digital onboarding, relevant checks, contracts, invoice approval and payout. EOR employees require statutory onboarding, payroll, benefits and ongoing employment administration. Existing-entity employees enter a payroll workflow built around the customer's local employer responsibilities.[3]

The payment stage connects the employer's approved funding to the worker's available withdrawal methods. Available routes include local bank transfers, USD payments, instant card payouts and stablecoin payouts, subject to eligibility and market availability. The worker-facing app brings payment access and related services into one environment. The available routes matter because a completed payroll instruction does not, on its own, ensure that a worker can conveniently use the resulting funds.[3][8]

Support continues after the first payment. Leave, benefits, expenses, contract changes and payroll questions recur throughout employment. Equipment ordering, shipment, tracking and recovery form part of the broader offering. A shared worker record and coordinated approvals can reduce repeated administration across those activities, while keeping HR and Finance closer to the same operational picture.[3]

The value of the connected journey lies in keeping the relationship intact as needs change. A company can add workers, enter another market or move to a different employment arrangement without treating each step as an unrelated procurement exercise.

Stage	RemotePass's role
Before work begins	Employment-model guidance; onboarding; checks; contracts; payroll and benefits setup.[3]
As work is paid	Payroll or invoice approvals; funding; worker payments; available payout choices and reporting.[3][7][8]
Throughout the relationship	Leave and benefits administration; worker support; controlled company spending; equipment coordination.[3][9]

Built Around Emerging-Market Realities

RemotePass's regional relevance comes from the operating difficulties that shaped its early development: fragmented banking, currency volatility and country-specific employment requirements across MENA. The company reports more than 5,000 Egyptian contractors using the platform. That footprint indicates meaningful adoption in one of the markets where international payment access can materially affect a worker's experience.[1][3]



Regional depth has to extend beyond translating an interface. UAE wage-protection requirements and Saudi social-insurance rules make country-specific employment expertise essential. RemotePass's MENA payroll workflows cover salary calculations, statutory contributions and reporting, supported by local knowledge and accurate inputs. Across its platform, the company reports a 99.9% on-time payment rate.[3][20]

For a regional company hiring globally, that experience can support expansion outward. For an international company entering MENA, it can help bridge the gap between a global workforce policy and local execution. The opportunity is to turn familiarity with complexity into a repeatable service while preserving the differences that each country requires.



Outcomes and Customer Impact

The clearest evidence of the proposition comes from customer-specific changes. Published cases cover faster payroll processing, lower entity-setup costs, reduced manual invoicing and stronger continuity of contractor payments. These outcomes describe different uses of the platform; they should not be combined into a single average or presented as guaranteed results for every customer.

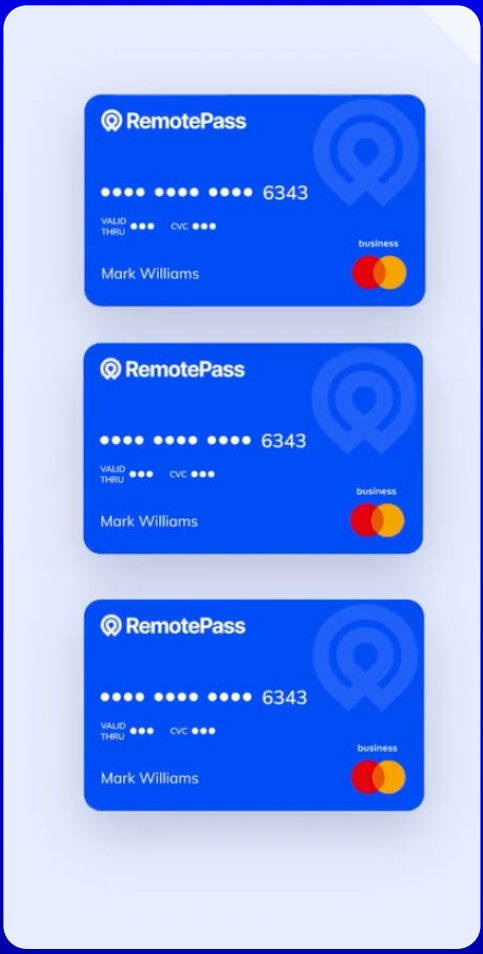
Money Fellows illustrates why payments belong inside the employment story. USD contractor payments through RemotePass helped the company address payment difficulties linked to currency volatility. RemotePass reports a 25% increase in contractor take-home pay and zero contractor turnover following the change.[3][11]

Moniepoint's case shows a different improvement: payroll processing across 13 countries fell from five days to one, with USD 12,000 in HR savings. Together, the examples show how coordinated employment and payment workflows can reduce the employer's administrative burden while improving the worker's payment experience.[12]

Snapshot of RemotePass's Impact: The following cases show how the same platform addresses distinct operational problems. The strategic value differs by customer: faster administration, smoother payments or entry into new markets. Each reported outcome reflects that customer's particular use of the platform.

Customer	Reported outcome	Strategic use
Money Fellows	25% increase in contractor take-home pay; zero contractor turnover.[3][11]	Payment experience and talent retention.
Moniepoint	Payroll processing across 13 countries reduced from five days to one; USD 12,000 in HR	Faster payroll administration across a distributed workforce.
Lean Technologies	More than AED 60,000 saved in entity-setup costs.[13]	Market entry before committing to an employing entity.
Valmont	More than USD 100,000 saved per country in entity-setup costs.[14]	Access to local talent across emerging markets.
Tabby	400+ contractors paid monthly; around 25 monthly bank-document requests eliminated; no missed pay cycles during transition.[15]	Payment continuity with less manual coordination.
Grubtech	Automated invoicing, built-in KYC checks and one-click payments for more than 60 consultants.[1][16]	Automated consultant invoicing and payment administration.
Podeo	32% headcount growth; average customer-support response below five minutes.[17]	Support for a growing international team.
Tap Payments	40 employee contracts, payroll records and compliance information migrated in one day, according to RemotePass.[21]	Provider transition with coordinated employment records.

Technology and AI Inside the Workflow



The technology case begins with shared information. When worker data, compensation, invoices and approvals are maintained separately, people repeatedly reconcile versions of the same relationship. RemotePass uses a common record across contracts, payroll, payouts and associated services, reducing those handoffs.[3]

Connectivity extends that approach into the customer's existing systems. RemotePass's API offering supports custom workforce integrations, with REST interfaces and webhooks alongside native integrations. This lets a company connect payroll and employment activity to its HR and accounting environment rather than manually transferring every update.[10]

RemotePass is developing the Intelligence suite around distinct capabilities. Ask AI is designed to provide plain-language access to workforce information and compliance answers. The AI Payroll Agent reviews payroll runs and flags anomalies for human review. Other AI agents support broader workflows, including approvals. External AI connections link RemotePass workforce data with compatible AI tools.[1][3][18]

AI can concentrate attention where it is needed. A payroll anomaly can be flagged for human review, while other agents can help route approval workflows. Decisions remain with the people accountable for the employment and financial consequences.

The value of automation depends on how consistently it supports everyday work. A review tool earns its place when it helps a team identify an exception, understand what caused it and take the next action. Adoption therefore involves more than making a feature available: it requires usable workflows, clear responsibilities and a reason for people to rely on the system.

The same distinction applies to embedded financial services. Worker payout options address access to earnings, while SpendCards provide approved company funds for business expenses. The spend product describes card limits, merchant restrictions, transaction visibility and accounting synchronization. Its role is to connect distributed spending to employer control.[9]

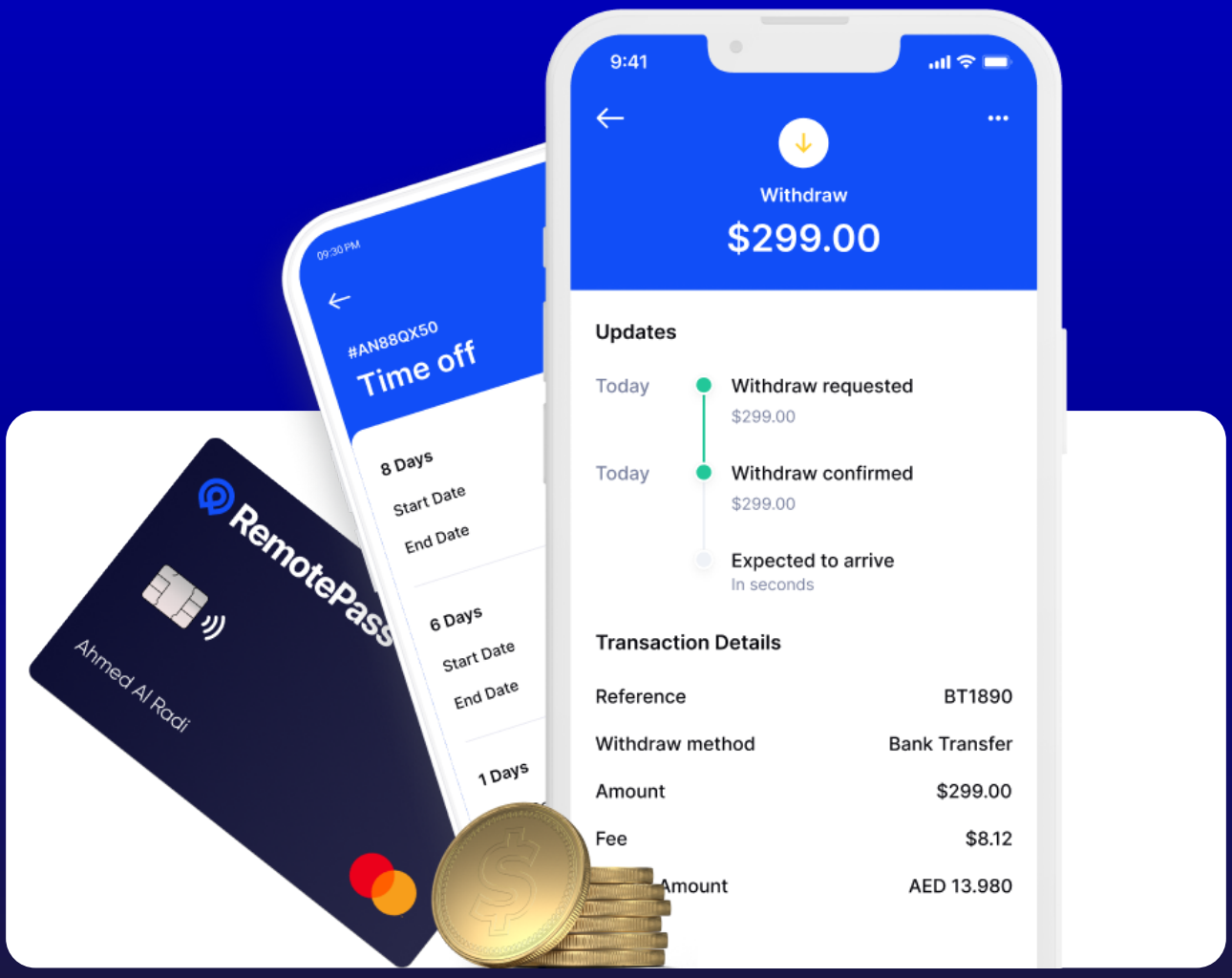
Taken together, these capabilities suggest a broader operating layer around employment. The strategic test is whether additional technology makes the journey more coherent and dependable. More features create value when they reduce the work needed to maintain a global team, while preserving visibility and accountability.

Trust, Compliance and Human Service

Employment and payroll involve obligations that continue when software encounters an exception. Each RemotePass account has one dedicated Customer Success Manager who knows the customer's business and markets and coordinates support as the customer expands. RemotePass identifies this continuity as a reason customers choose the platform or switch from other providers. Its service commitment includes a written service-level agreement, response times under four hours, and 24/7 support in Arabic and English. An Employee Experience team also answers workers' questions about payslips, benefits, leave and contracts.[3]

Trust also depends on controls inside the workflow. Configurable approvals, audit trails and checks accompany onboarding and payment. RemotePass states that it is SOC 2 Type II certified. Alongside the certification claim, approvals and audit trails give customers a way to follow decisions through the employment and payment process.[3][18]

The relationship becomes especially important during change: an employee moving between models, a payroll correction or a company entering an unfamiliar market. Coordinated service can help connect the relevant specialists to the customer’s actual situation. Technology supplies the shared record and repeatable process; people remain responsible for understanding exceptions and communicating what needs to happen next.



Scaling the Platform

RemotePass's development follows an expanding set of customer needs. The original contractor and EOR proposition addressed hiring and payment across borders. Local payroll, workforce administration, benefits, spending and equipment have become additional priorities, particularly among companies managing teams across several countries. The suite has widened around the relationship it already supports.[3]

Growth can therefore come from several routes: new customers, additional countries within an existing account and broader use of services. Each route builds on the platform's ability to handle more of the work surrounding employment. The distinction matters commercially because adding a customer and increasing the scope of an existing relationship can require different levels of acquisition and service investment.[1]



The funding milestone gives the next stage a clearer context. RemotePass announced a USD 17.4 million Series B led by EBRD Venture Capital, with participation from 500 Global and existing investors. The company also stated that it reached profitability in early 2025.[2]

For the operating model, scale raises a practical challenge: retaining country-level depth and accountable service while handling more customers and workers. A dedicated relationship can strengthen continuity, but it also requires clear processes and sufficient expertise behind the account owner. The platform's ability to standardize routine work while resolving local exceptions is central to sustaining the proposition.

The Next Phase

RemotePass is expanding further in Europe and the US while continuing to deepen its presence in MENA. Its next phase builds on the employment, payroll, payment and support needs of companies operating across borders.[1][2]

Within the product, a useful direction is greater continuity between employment decisions and the systems that implement them. Workforce information can support payroll review; payment records can inform accounting; controlled spending and equipment can support the person doing the work. Delivering that continuity across more markets requires the product, local knowledge and service model to develop together.

Expansion also creates a test of differentiation. In established markets, RemotePass must demonstrate that its experience in complex operating environments translates into dependable service and relevant product depth. Success would mean preserving the practical knowledge gained in MENA while adapting to additional employment and customer requirements. Neither geographic expansion nor AI development removes the need for careful execution.

Leadership Perspective

The founders' experience offers a lesson about where to look for a business problem. RemotePass's pivot emerged from difficulties inside a distributed company, connecting the opportunity to work internationally with the less visible systems required to make it happen. The resulting proposition follows the worker relationship through employment, payment and ongoing support.[1]

As Kamal Reggad put it in the Series B announcement, "Hiring is just the entry point."[2] The observation shifts attention from a single transaction to the obligations that follow it. A platform can simplify onboarding and still fall short if payroll becomes unreliable or workers cannot get timely answers about their employment.

A second lesson concerns the relationship between regional expertise and scale. Local complexity is valuable knowledge only when it becomes a repeatable operating capability. Contracts, payment routes, support and payroll processes must reflect that knowledge, while giving customers a consistent way to manage the overall relationship.

A third lesson is that automation and service need to develop together. Routine tasks benefit from consistency and shared data, while consequential exceptions require ownership. RemotePass's approach suggests that a global employment platform can combine the two: technology that reduces coordination work and people who remain accountable when a worker or employer needs help. The lasting value lies in making that combination work as the team grows and its circumstances change.

Conclusion

RemotePass began with a practical obstacle to distributed work: finding talent internationally was easier than managing the employment and payment infrastructure around that talent. Its development connects several parts of that problem, from contracts and payroll to available payout options, company spending and worker support.

The customer evidence shows the value of reducing breaks in that journey. Faster payroll processing, lower setup costs and fewer manual payment tasks can change how companies enter markets and maintain teams. The strength of those outcomes lies in their specific operating contexts, rather than in a universal promise.

For businesses in MENA and beyond, the broader implication is that global work needs dependable infrastructure as well as access to talent. RemotePass's next stage will test how far it can extend that infrastructure while maintaining local knowledge, connected information and accountable service. Those are the conditions that turn cross-border hiring into a durable working relationship.



Sources and Verification Notes

Numbered references below connect reported claims to company information and public sources. Customer outcomes are company-published reports. The companion Sources & Verification Notes document provides source details, exact citation placement and verification notes.

1. *Management responses — scale, origins and business model 260918_RemotePass_IRL — Scale, chronology and business model (IRL Q1/Q2/Q5/Q8).*
2. *RemotePass — USD 17.4 million Series B announcement — Funding, profitability claim and expansion priorities.*
3. *Management responses — operations, service and demand 260918_RemotePass_IRL — Journey, service and product evolution (IRL Q3/Q4/Q6/Q7).*
4. *RemotePass — Contractor Management — Contractor contracts, invoices and payments.*
5. *RemotePass — Contractor of Record — Legal contracting model for contractors.*
6. *RemotePass — Employer of Record — Legal-employer role and employment administration.*
7. *RemotePass — Global Payroll — Payroll through customers' own entities.*
8. *RemotePass — Worker Super App — Worker payment access and related services.*
9. *RemotePass — SpendCards — Controlled company-funded expenses.*
10. *RemotePass — APIs — Workforce APIs and integrations.*
11. *RemotePass customer story — Money Fellows — Contractor retention and onboarding outcomes.*
12. *RemotePass customer story — Moniepoint — Payroll processing and HR savings.*
13. *RemotePass customer story — Lean Technologies — Avoided entity-setup costs.*
14. *RemotePass customer story — Valmont — Per-country entity-setup savings.*
15. *RemotePass customer story — Tabby — Contractor payments and transition continuity.*
16. *RemotePass customer story — Grubtech — Invoice automation and monthly time savings.*
17. *RemotePass customer story — Podeo — Headcount growth and customer support.*
18. *RemotePass — Intelligence — AI capabilities and certification claim.*
19. *RemotePass — HR Managers — Dedicated CSM and query-resolution description.*
20. *RemotePass — MENA HR & Payroll Hub — Regional payroll and contribution workflows.*
21. *Management responses — Tap Payments migration 260918_RemotePass_IRL — Management-reported provider migration (IRL Q8).*