

## Success Story

# Bango thrives with the stability and agility of Sage People

Global commerce firm streamlines HR and ensures compliance with a flexible, scalable platform

“Sage People is an enabler. It lets us work smarter and scale faster.”

### Constance Droubay

Chief People Officer, Bango



### The challenge

After acquiring Docomo Digital, Bango's workforce more than doubled across 10 additional countries. Bango sought a solution to align HR processes, automate administrative work, and improve real-time reporting.



### The solution

Bango turned to Sage People for its scalability, automation, and advanced reporting features. By providing a single source of truth for HR data, processes could be streamlined and enable more efficient workforce planning.



### Results with Sage People

Bango improved HR efficiency, automated key processes, reduced administrative workload, and enhanced visibility with real-time reporting. Bango now supports its global workforce with a future-proof HR system.

- Unified HR processes across 12 countries.
- 12.5% reduction in HR admin workload.
- Automated employee onboarding and permissions.
- Enhanced reporting and workforce planning.
- Strengthened security and compliance through Microsoft Azure integration.

Sage

**Company**  
Bango

**HQ Location**  
United Kingdom

**Industry**  
Technology & Software

**Sage Products**  
Sage People

**bango**<sup>®</sup>

### About Bango

Bango technology brings together content providers with telcos to create the world's biggest subscriptions bundling marketplace, giving consumers the content they want, in the way they want it.



### **Bringing people together with smarter HR**

When Bango acquired Docomo Digital, it didn't just double the number of employees, it faced a difficult HR challenge. The company expanded from a team of around 100 employees, primarily based in the UK, to an organisation with 250 staff across 15 countries, instantly complicating HR operations overnight.

Docomo Digital used a complex enterprise HR system, while Bango relied on a more streamlined platform, and neither could support the needs of the newly combined organisation.

"We knew we needed a new HR system from day one," says Constance Droubay, Chief People Officer at Bango. "Our goal was to unify HR processes, automate workflows, and create a seamless employee experience."

Bango searched the market for a solution that would unify its multinational workforce without adding complexity. Sage People stood out due to its strong global capabilities, automation, and robust reporting functionality.

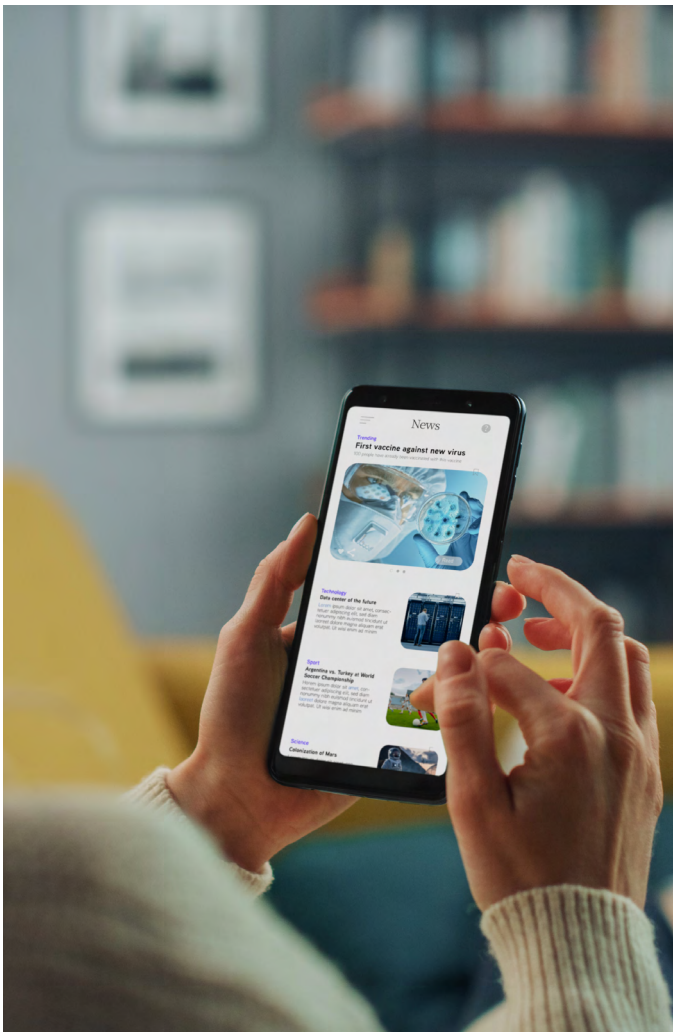
### **Fast-tracking HR transformation**

After choosing Sage People in July 2023, Bango wasted no time, pushing forward with an ambitious implementation plan. The first phase, covering core HR functions, was completed in just four months.

"It's not an out-of-the-box system," says Constance. "You need to know what you want from the platform and define processes clearly. But once you do, it becomes a powerful enabler."

The importance of expert guidance was a key takeaway. The Customer Success Manager at Sage became an invaluable resource. "Their insights on best practices really helped streamline the process," Constance adds.

For Sabine Berger, Bango's People Operations Specialist, the biggest challenge was transitioning from a more basic HR system. "We had to build some processes from scratch. But once everything was in place, you could see the benefits straight away," she says.



The ability to customise workflows and automate compliance tasks has given Bango the flexibility to grow without unnecessary complexity.

### **Effortless security and the unseen hero of HR**

Managing employee access and permissions shouldn't be a headache. Thanks to the integration of Sage People with Microsoft Azure, Bango ensures seamless, secure, and automated permissions from day one. When a new hire joins, the system provisions their email, assigns permissions, and grants access to necessary tools instantly.

What many employees don't realise is just how essential this system is behind the scenes. "People don't see it, but it's one of the most important aspects of how we operate," says Sabine Berger. "It's invisible when it works well, but without it, things could quickly become chaotic."

More importantly, when an employee leaves, their access is automatically revoked, reducing security risks and ensuring compliance. "Before, offboarding was a manual process, which is susceptible to human error," explains Sabine. "Now, we can be confident that when someone leaves, everything is immediately implemented to remove all risk. It's one of those things people don't notice, but it's critical to keeping our data secure and our processes running."

### **Expanding globally without the compliance concerns**

Operating in 15 countries comes with a tangle of legal and compliance challenges. Sage People tackles that complexity with confidence. The platform has transformed cross-border HR at Bango by allowing HR to manage multi-currency payroll, apply country-specific HR policies, and ensure regulatory compliance without adding administrative burdens.

"Before Sage People, our HR system was too UK-focused, and that was challenging as we expanded," says Constance. "Now, we can confidently apply the right policies for each market, ensuring compliance and making life easier for employees across different regions."

The ability to customise workflows and automate compliance tasks has given Bango the flexibility to grow without unnecessary complexity. "We're no longer trying to force one-size-fits-all policies onto different regions," adds Sabine. "Sage People lets us tailor our HR approach to match local needs."

### **Turning workforce data into smart decisions**

Without Sage People, HR reporting at Bango was a challenge—slow, and inconsistent. The team struggled to generate accurate workforce data, making it difficult to support decision-making at an executive level.

"It took a lot of effort to generate accurate reports," says Constance. "Manual processes slowed us down and made it hard to get the insights we needed."

Now, Sage People provides real-time dashboards and automated reporting tools, allowing HR to track even the most niche and specific workforce metrics instantly. "We've implemented our first company-wide succession planning framework using Sage People," Constance adds. "Now, we can monitor trends over time and make informed, data-driven decisions."



“Sage People gives us the control and visibility we need. We can now make decisions backed by real-time data, rather than relying on manual processes”

**Constance Droubay**  
Chief People Officer, Bango

**Future-proofing HR for a successful company**

Bango’s HR transformation has been about more than just efficiency. The move to Sage People has enabled smarter, data-driven decision-making and future-proofed their workforce planning.

“We never feel left alone with Sage,” says Constance. “There’s always support available, whether it’s through our Customer Success Manager or the broader Sage community.”

By leveraging the advanced features of Sage People, Bango has been able to integrate performance management, compensation planning, and HR analytics—all within one scalable platform.

“Sage People isn’t just an HR tool—it’s a system that enables business growth,” Constance concludes. “It allows us to scale, automate, and operate globally while caring for our workforce.”



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