



Centralized Entity Management

That Moves at UPS Speed



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The one thing others should know about CSC is that you can always rely on their service.

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MARIANA GRIFFITHS

International Legal Manager, UPS Europe and Asia



For more than a decade, UPS has relied on CSC to support its entity management needs.

Today, that partnership is stronger than ever. UPS is transforming from a package-delivery leader into a global logistics provider specializing in retail and complex healthcare supply chain solutions. As UPS has evolved, so have the demands on its legal and compliance teams.

They now manage hundreds of entities across regions, each with different regulatory requirements. To do this, they need a solution that's accurate, efficient, and centralized.

That's where CSC comes in.

A single tool for a global enterprise

Mariana Griffiths, International Legal Manager supporting Europe and Asia, uses CSC Entity ManagementSM platform every day. “Daily, for everything,” she explains. It’s become the centralized hub for all UPS’s corporate records—from entity data to director passports to digital minute books.

Prior to CSC, UPS lacked a unified system. “We needed something better,” Mariana recalls. “A centralized platform. CSC was the answer.”

Today, UPS leverages CSC for registered agent services in the U.S. and Canada, annual report filings, service of process, subpoena management, and customized global entity management. The result? A single, trusted source of information teams across the organization depend on.

Efficiency that gives time back.

For Mariana, one of the biggest advantages is reclaiming time and reducing administrative noise.

With no limit on the number of platform users, she’s extended access beyond legal. Now tax, treasury, procurement, operations, and more teams use the system. “They can look up what they need themselves. It’s 100% more efficient than sending an email,” she notes. And with trustworthy, up-to-date data, teams can move faster with confidence.

The filtering and customization capabilities have been especially transformative. UPS’s complex structure includes entities across multiple business units, many without intuitive naming conventions. CSC collaborated with Mariana to personalize fields, filters, and folders, including:

- Custom business unit identifiers
- Oracle accounting number fields
- Tailored minute book structures organized by year
- Additional columns for faster sorting and categorization

“If I need a new field or filter, CSC builds it immediately. It’s changed the way we work,” she says.



A partnership built on trust—and extraordinary service

Mariana is quick to credit the people behind the platform. “CSC’s customer service is excellent,” she says. “It’s built on trust. If we need something, CSC will find a solution.”

She highlights the impact of her dedicated representative: “She’s absolutely the best. She’s available 24x7: proactive, efficient, and detail oriented. She catches things even I don’t catch. She’s part of our team.”

That level of support extends across CSC. If someone is out of office, another team member steps in within the hour. “Having a dedicated team for your account is invaluable. I know I can reach anyone at CSC, at any time.”

Transforming problems into solutions

We asked Mariana what she’d say to someone considering CSC. She doesn’t hesitate. “CSC truly transforms problems into solutions...We know the information is secure, centralized, and always correct. And we know CSC will continue progressing with us.”

From major initiatives like building a personalized platform for a multinational, to the daily details that keep entities in good standing, the UPS team sees CSC as a partner that listens, evolves, and consistently delivers.

Mariana sums it up simply. “CSC truly transforms problems into solutions. We’re very, very happy with the service.” **We’ve got you.**



CSC is the world's leading provider of global business administration and compliance solutions for every phase of the business and investment life cycle, helping to form entities, maintain global compliance, execute secured transaction work, and support real estate, M&A, and other corporate transactions, while also providing specialized services for individuals.



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