



Transforming Global Entity Management with CSC

Multinational luxury beauty brand

CASE STUDY

Transforming Global Entity Management with CSC

Multinational luxury beauty brand

A multinational luxury beauty conglomerate engaging in the manufacture, distribution, and sale of personal care products manages nearly 250 entities worldwide. At the heart of that global footprint is one corporate and securities paralegal who spearheads the company's corporate governance communications and documentation across the organization.

Entity management represents approximately 60% of the paralegal's role. They oversee officer and director data, governance documentation, compliance tracking, and cross-functional coordination with internal stakeholders, external counsel, and corporate service providers. For nearly two decades, they have been a steady force behind governance continuity.

But prior to implementing CSC Entity ManagementSM in 2016, the infrastructure supporting that work was anything but steady.

From cumbersome to compliant

The organization's previous entity management system created friction at nearly every step. Data entry was inefficient. Once information was entered, it was difficult to locate, validate, or extract. Reporting capabilities were limited, and document preparation required extensive manual effort. Customer service was nonexistent.

The system was not built for a complex, multinational entity structure with layered officer relationships and recurring governance cycles. As demands increased, inefficiencies multiplied.

Most critically, the legal team needed a way to seamlessly move structured entity data into templated governance documents. Manual rekeying and formatting consumed weeks during peak cycles, such as annual officer elections.

That level of effort was unsustainable.

At the time, **CSC was already serving as the company's registered agent** for U.S. subsidiaries—long before they joined the company. A decades-long relationship built on responsive service and reliability. When the organization began evaluating entity management solutions, CSC was a natural consideration.

What ultimately set CSC's Entity Management platform within CSCNavigatorSM apart was its ability to support structured data export and integration directly into familiar business tools like Microsoft Excel

and Word. That capability fundamentally changed how governance documentation could be prepared. Rather than manually recreating data sets for each election or resolution, the team could filter, export, and insert real-time data directly into templated documents.

The result was immediate and measurable.

In the years following implementation, CSC continued to refine and expand its document capabilities, including the introduction of the **document workflows module** to support more advanced document generation and electronic signature functionality.

A daily essential: efficiency at scale

Today, CSC Entity Management serves as the operational backbone of the company's governance function.

“All day, every day. It's the first thing I open after my email. I cannot do my job without it.”

The most transformative impact has been efficiency. Annual and quarterly officer updates, once a multiweek process, have been reduced to days. By leveraging filtered views and direct Excel downloads, the team can instantly generate accurate officer lists, verify appointment dates, and populate election documents without rekeying data, a laborious, repetitive job.

“It used to take me weeks and weeks to prep and finalize this quarterly process. Now it's a day. Maybe two.”

For a governance function managing hundreds of entities and dozens of officer relationships, this shift represents not just time savings, but risk reduction. Data is pulled directly from the source system, improving consistency and accuracy across documents.

The efficiency gains extend beyond one individual. Teams across the organization now benefit from structured, accessible corporate data.



Empowering self-service across a global organization

One of the unexpected advantages of CSC Entity Management has been its accessibility. The system's **intuitive interface** lowers the learning curve for non-legal users. Its utilitarian design prioritizes clarity, making navigation natural for stakeholders who need occasional access to entity data.

"It's elegant and utilitarian. I was looking for a workhorse. What you see is what you get."

As adoption expanded, employees across time zones gained the ability to retrieve corporate documents, confirm signatory authority, and access entity details independently.

This self-service model significantly reduced inbound requests. Instead of fielding high volumes of routine data inquiries, the paralegal can focus on higher-value governance work while colleagues obtain the information they need on demand.

That workhorse delivered—the result is **scalable governance support across departments and regions**.



Customization that adapts to the business

Flexibility has been another defining advantage. CSC Entity Management's custom data fields and configurable views allow the system to evolve alongside business needs. During onboarding and beyond, CSC worked collaboratively to build reporting structures and field configurations tailored to the organization's governance processes.

Over time, additional refinements further streamlined recurring workflows. Custom screen views allow users to eliminate extraneous data and surface only what is relevant to their role. Filtered exports create shortcuts that simplify recurring processes like officer elections. Even after nearly a decade of use, the team continues to uncover new efficiencies within the platform, an indication of both its depth and adaptability.

"Another huge benefit of using CSC Entity Management is the ability to completely control how I view data, saving me hours of work by creating other little daily efficiencies that really added up." They continued, "The ad-hoc reporting, being able to accurately aggregate information on demand and save the template for annual or quarterly use is an amazing time saver. And if you don't know how to build your own report, CSC's service team will build it for you!"

The system does not force the organization to conform to rigid parameters. Instead, it **adapts to the organization's structure**, terminology, and reporting preferences.

“Another huge benefit of using CSC Entity Management is the ability to completely control how I view data, saving me hours of work by creating other little daily efficiencies that really added up.”



Customer service that sets the standard

“My favorite part about working with CSC is their responsiveness and incredible customer service.”

While technology drove the transformation, service reinforced it. Throughout this long-standing partnership, CSC has consistently solicited feedback, implemented enhancements, and responded quickly to evolving needs. That responsiveness, combined with functional reliability, has built long-term confidence.

“My experience with CSC Entity Management—and customer service across the board—has been unbeatable.”

The bottom line


Nearly a decade after implementation, CSC’s Entity Management platform remains foundational to this multinational organization’s governance operations. What began as a search for efficiency has evolved into a fully integrated governance ecosystem: one that supports data accuracy, document automation, global accessibility, and long-term scalability.

“The structure and design of CSC Entity Management is very elegant, very utilitarian, very easy to use. I was looking for a workhorse, not a show pony. What I got was a workhorse combined with a racehorse—hardworking, low maintenance, but fast and efficient.”

For a global entity structure managing hundreds of entities and complex officer relationships, that combination has proven **indispensable**.

“There’s no way I could do this job without CSC’s Entity Management services.”



 **Let's talk** 1 800-927-9800 | cscglobal.com

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.

