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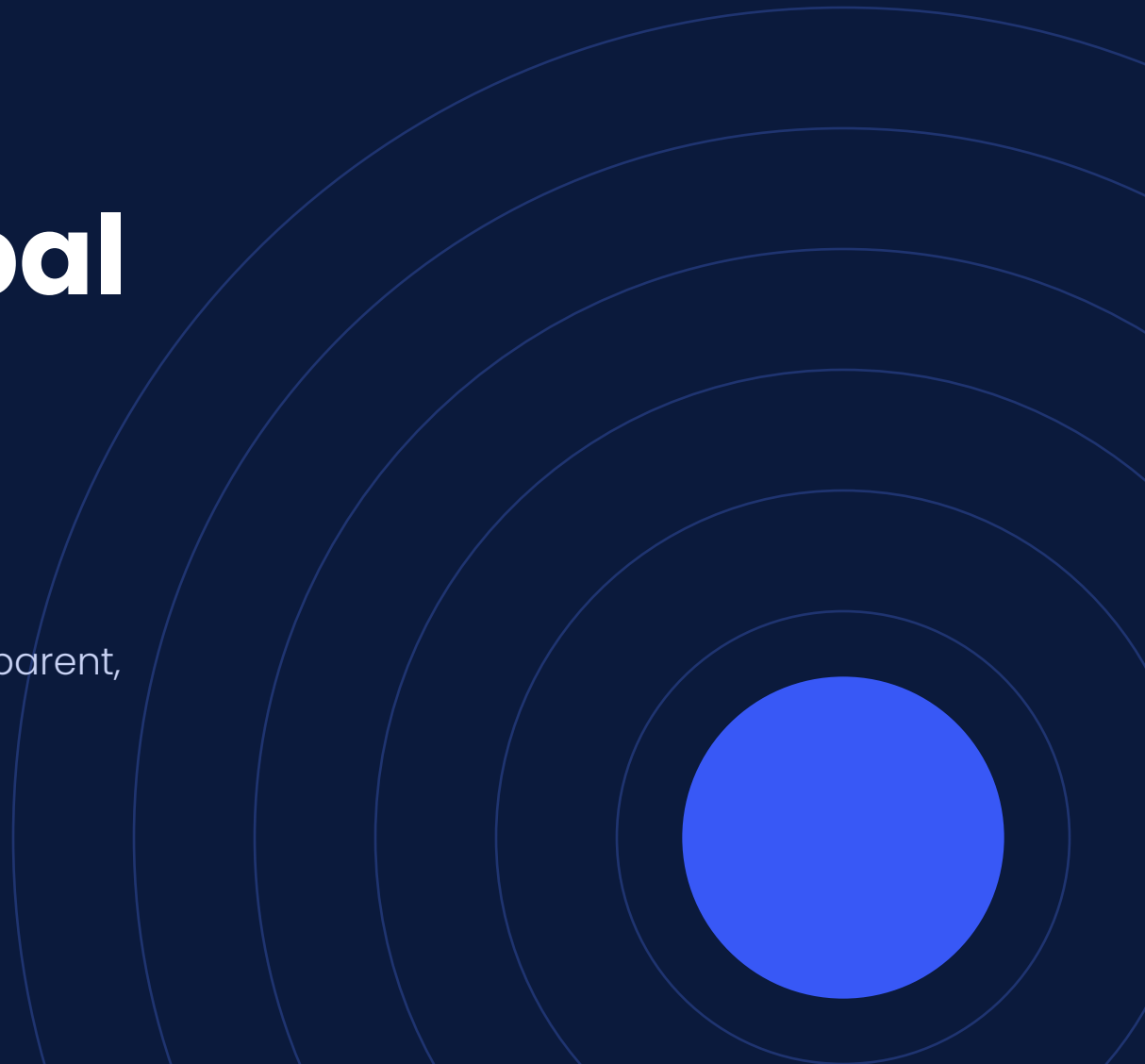
CUSTOMER SUCCESS STORY

How N26 scaled global mobility across five European entities

From a manual, email-driven relocation process to one transparent, cost-effective platform for People Ops, recruiters and talent.



N26 × Jobbatical

THE COMPANY

A Berlin-born bank built on the power of global hiring

N26's international expansion is fuelled by a truly globalised workforce, which makes smooth relocation a business-critical capability.

1,500+
team members

80+
nationalities

8M+
customers

24
countries served

2021

A relocation process that couldn’t keep up with growth

- **Manual**
  Cases were run mainly through email threads.
- **Labour-intensive**
  Heavy coordination load on People Operations.
- **Slow**
  The end-to-end process dragged on for too long.
- **Not employee-friendly**
  Candidates lacked a smooth, clear experience.

> *It was not manageable for us at a point simply because it was quite a manual process, we were mainly using emails and, of course, that was quite labor-intensive. The process ended up quite long and it wasn't really an employee-friendly experience for the candidates.*

Karolina Stawińska · Senior People Operations Partner

WHAT N26 NEEDED

A mobility partner built to scale

01

Diversified packages

Flexible options for different relocation needs.

02

Scalable

Ready to grow with N26's hiring plans.

03

User-friendly

Simple for People Ops and for talent.

04

Multi-location

Expandable across N26's offices.

> *We had interviews and case studies with other stakeholders. However, in the end, we decided Jobbatical had the experience, the tools, and pretty great people behind it.*

Karolina Stawińska · Senior People Operations Partner

FROM ONE OFFICE TO FIVE

Started in Germany. Expanded across Europe.



> *Switching back and forth between entities is just seamless... We are working as a unit but of course, we report and act on the entity level, it's very important to get that vision.*
>
> **Jonathan Fuentes** · People Operations

GIVING PEOPLE OPS BACK THEIR TIME

Jobbatical stays on top of every case, so the team doesn't have to

Automatic case updates
Proactive status changes, no chasing.

Document depository
Every file in one secure place.

Case record
A full history of each relocation.

> *We don't have to keep track of cases because Jobbatical is already on top of it and proactively reaches out to us. This is taking a huge amount off our shoulders.*
>
> **Karolina Stawińska** · Senior People Operations Partner

Fewer status questions too: visa and permit waiting times were a frequent topic from employees, and now they can see it themselves.

SHARED VISIBILITY

One platform, three audiences, full ownership on both ends

People Operations

Oversight across all entities and cases.

Recruiters

Clear view of where each hire stands.

Candidates

Track progress, see next steps, contact their agent directly.

> *Employees can check their progress, have an idea of what they can expect moving forward, contact their agent right away, they don't have to rely too much on us.*

Jonathan Fuentes · People Operations

FLEXYPOCKET

Cost transparency meets cost-effectiveness

Jobbatical's balance and cost-management solution gives N26 full visibility over mobility spend, and returns any unused budget.

Initial assessment	Final cost	Difference
€1,500	**Less**	**Returned to N26**

Illustrative example drawn from N26's experience. Management sees where money goes directly in each case, so no separate cost reports are needed.

> *There's full visibility over our FlexyPocket and we're very much informed if... in the end, the cost is smaller, the difference is returned to our account. This is very helpful and something that maybe doesn't happen elsewhere.*
>
> **Karolina Stawińska** · Senior People Operations Partner

> *It takes a lot of time out of our HR processes. I would say it's a very cost-effective and reliable solution.*
>
> **Jonathan Fuentes** · People Operations

A PARTNERSHIP THAT KEEPS GROWING

Satisfaction in Germany made the case for every other office

Driven by results
High satisfaction among employees and People Partners led to the rollout across all N26 offices.

Product shaped by feedback
Suggestions raised in calls with Jobbatical are acted on almost immediately.

Truly part of the team
An open-door relationship that goes beyond client and service provider.

> *The reason why I was pushing for Jobbatical to become a provider across all our offices was simply because the satisfaction rate for both employees and People Partners in Germany was so great. So I think that should speak for itself.*

Karolina Stawińska · Senior People Operations Partner

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I really feel like they're part of our team even though we're two separate companies... it just makes it headache-free, pretty much.

Jonathan Fuentes
People Operations, N26

Make moving talent smooth and simple.

Expert immigration support + a purpose-built platform for your international moves.

jobbatical.com