



Espresa
Powering Great Workplaces®

Case Study

Avalara

Navigating Challenges to Pioneer the Future of HR

Powering Great Workplaces® with Personal Benefits Employees Love

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“A dedication drove the decision to provide freedom of choice and to provide consistent experiences for employees across multiple countries. We have a headquarters in the UK, with a handful of other people scattered across Europe in various countries. We had to find a solution that allowed us to provide global equity to all of our people, and that’s where Espresa came in.”

Tabitha Mondragon,
Director, Global Benefits, Avalara



Avalara is a dynamic force and testament to unwavering innovation in global tax compliance SaaS. Fusing cutting-edge technology with a deep understanding of customer needs, Avalara strives for excellence and seamless brand experiences with both their customers and employees.

The Challenge

Avalara, the go-to destination for all things tax and compliance across industries and around the world, set out to build a benefits strategy that reflects its unified mission and values—tailored to the diverse needs of its **4,900+ employees across 90+ countries**.

HR and people operations teams faced global budget constraints and varying per-country requirements that challenged parity and equity in benefits. These complexities, compounded by the intricacies of global benefits management for both HR and finance, further fragmented Avalara’s people-first ethos. Yet, as a company making headlines, Avalara remains committed to delivering solutions that support its employees as seamlessly as it does its customers.



The Solution

With experience as a consultant at Willis Towers Watson (WTW), Avalara's Director of Global Benefits, Tabitha Mondragon, had seen the power of Lifestyle Spending Accounts (LSAs) to support diverse employees. She had recommended Espresa to clients—now, it was the right fit for Avalara.

Maximizing Value on Investment (VOI)

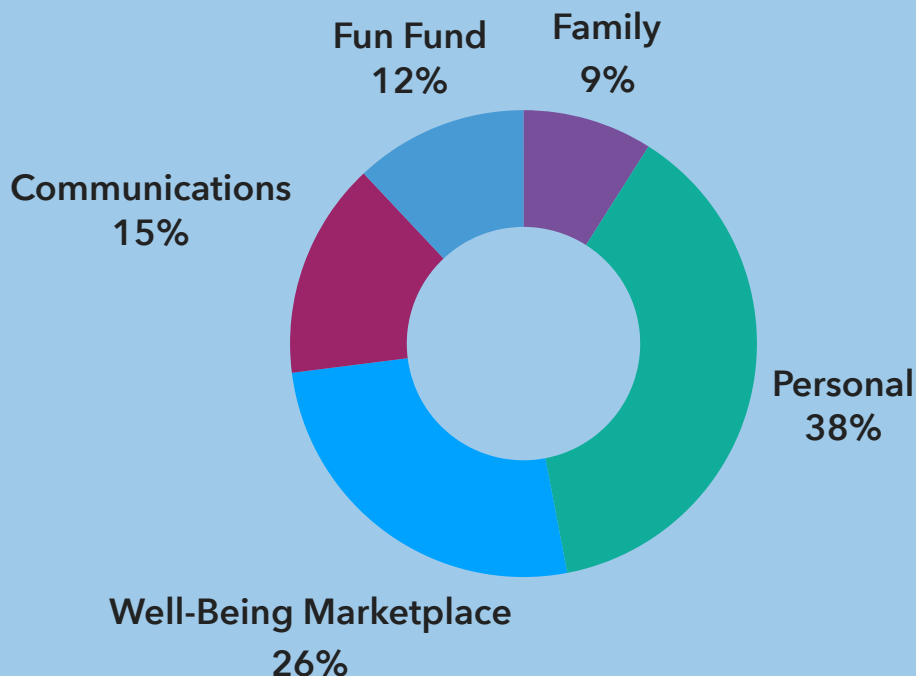
By consolidating benefits into Espresa's modular platform, Avalara streamlined administration, optimized budgets, and delivered more personalized support. The result? Increased engagement, reduced complexity, and a benefits strategy that grows with them.

Cultivating a Supportive Workplace

As workplace dynamics evolved, Avalara doubled down on well-being, with a renewed focus on mental health and connection. Their LSA gives employees the flexibility to prioritize what matters most.

With remote work challenges, especially for those who joined during the work-from-home era, Avalara introduced initiatives like scheduled check-ins and work-free meeting hours—fostering camaraderie and strengthening culture.

Global Flex Wallet



92% Member Satisfaction

Global Wallets

- + Personal
- + Family
- + Fun Fund

Access to Funds

- + Reimbursement
- + Marketplace

\$1,200 LSA Wallet Annual USD

~5,000 eligible employees



Espressa

Powering Great Workplaces®



“Our goal was to bring equity to our benefits strategy. Each country previously managed its own programs, creating inconsistencies—even within the same region. We needed a unified platform covering medical, life, and retirement benefits, plus perks like meal vouchers, gym reimbursements, and car allowances. Ensuring global access to the same resources was a major driver for this change.”

Tabitha Mondragon,
Director, Global Benefits, Avalara

Measuring Moments that Matter

Avalara champions a people-first culture, ensuring benefits reflect individual values. Partnering with Espresa, they unified programs into a cohesive platform, delivering equitable, mission-driven benefits that truly support their diverse workforce.



Espressa is Powering Great Workplaces® with personal benefits people love.

Driving global employee engagement programs, Espresa is inclusively available in all languages, time zones, and currencies. And, with Espresa LSA Plus™, companies can power flexibility and freedom of choice with integrated total well-being, recognition, and community in a single app.

