



# OneSource Virtual RPA and AI in HR Outsourcing

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's RPA and AI in HRP Vendor Assessment for OneSource Virtual (OSV) is a comprehensive assessment of OSV's automation and artificial intelligence offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of HR outsourcing and identifying vendor suitability for HR services RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the support services sector
- HR and payroll decision makers.

## Key Findings & Highlights

OneSource Virtual (OSV), founded in 2008 and headquartered in Dallas, Texas, is a BPaaS and professional services organization which focuses its offerings exclusively around Workday.

Following its implementation of Workday, OSV became a Workday services partner, providing HR transactional tasks through its proprietary service wrapper, Atmosphere. In 2010, OSV signed its first major full-service BPaaS client. In 2011, OSV expanded its BPaaS offering to include AMS, and organizational change management consulting services were added.

Today, OSV's BPaaS services are provided through a consult-to-operate for Workday model, and include:

- Professional services:
  - Workday deployment (initial and ongoing deployments)
  - Strategic consulting
- Application management services (AMS):
  - Configuration and deployment
  - Consulting
  - Application management services
- BPaaS services:
  - Employee helpdesk
  - Benefits administration
  - Payroll services: payroll management, payroll administration, settlement, NetPay, payroll tax and garnishments
  - - WFA and Global Payroll Support
  - FAO services: launched in 2015, FAO services included accounts payable services (managed accounts payable, accounts payable administration, fulfillment, accounts payable imaging, 1099 distribution, and 1096 fillings). In 2017, OSV announced key client additions to its FAO portfolio including TripAdvisor, Wellington Management Company, L.L.C and South Orange County Community College District.

OSV leverages RPA across its entire portfolio of HR and Finance and Accounting services, with the intent of reducing the effort for both OSV and client resources against manually intensive, repeatable processes, thereby increasing efficiency and scale.

Example processes for which OSV has currently applied automation include:

- Data conversion automation during onboarding and client provisioning activities
- Payroll processing and reconciliation
- Garnishment processing and wage attachment letters
- Payroll tax updates and processing
- Benefits Administration
- FAO: invoice entry and processing
- File movement, data management, error evaluation and reporting, etc.

OSV has 100's of automations in place today throughout its HR services delivery model. Future automation will center on client issue resolution and tracking automation (e.g., ticket management), and statutory tax changes (e.g., tax notices, rate changes, etc.) as well as filling of payroll taxes.

OSV offers a consult to operate delivery model leveraging the Workday HCM cloud platform exclusively (OSV currently services ~35% of the Workday client base), and can support its clients with design, deployment, operation, and maintenance of the Workday product and service offering.

For the delivery of its automation capability, OSV primarily (>90%) leverages an internally supported approach, choosing to implement automation almost entirely in house. Currently, it has ~40 FTE's dedicated to automation implementation and support. Like its HR services delivery model, OSV focuses on an entirely onshore presence for its RPA implementation and management, with its COE and development based in Dallas, Texas.

While OSV leverages a proprietary (internally developed) RPA toolkit in support of its processes and service delivery, it also leverages Blue Prism as its sole RPA platform provider with integration to Workday and the various proprietary applications leveraged in its HR delivery model.

OSV currently applies its HR services and corresponding automation to all of its ~450 clients in the U.S., U.K., and Canada.



## Scope of the Report

The report provides a comprehensive and objective analysis of OSV's RPA and AI offering leveraged in the delivery of its HR services, including:

- Identification of the company's strategy, new developments, and outlook
- Analysis of the company's offerings and key service components
- Analysis of the profile of the company's customer base leveraging RPA and AI including the company's targeting strategy
- Analysis of the company's delivery organization including the location of delivery locations.

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## Report Length

6 pages

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## **RPA and AI in HR Outsourcing Vendor Assessments also Available for:**

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