



Payroll Services

OneSource Virtual

Report Abstract

January 2021

Pete A. Tiliakos

HR Technology & Services Research Director

NelsonHall

11 pages

Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability and Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
 - 7.1. Strengths
 - 7.2. Challenges
8. Outlook

Who is This Vendor Assessment For?

NelsonHall's Payroll Services profile on OneSource Virtual is a comprehensive assessment of its offerings and capabilities, designed for:

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

Key Findings & Highlights

OneSource Virtual (OSV), founded in 2008 and headquartered in Dallas, TX, is a privately held provider of deployment, maintenance, human capital management, and finance and accounting services exclusively for the Workday platform. As one of Workday's largest partners, OSV offers full lifecycle services for Workday customers and supports ~40% of Workday's client base.

OSV offers a comprehensive set of products and services designed to enable Workday customers to achieve full lifecycle value for their technology investment. OSV seeks to meet the needs of the Workday market with new products and services, as well as ongoing investments in technology tools, robotic process automation (RPA), and enhancements.

OSV's patented, proprietary Atmosphere application provides the foundation for their in-tenant capabilities for Workday customers; its scope of services includes:

- Professional Services: including Workday HCM and financial management, and Adaptive Planning deployments and strategic consulting to support organizational transformation
- HR Services: including workforce administration, employee inquiry management, payroll, garnishments, tax, benefits and COBRA administration, earned wage access (myFlexPay) and unemployment claims administration, and employee verifications.
- Finance and Accounting Services: including invoice pay and supplier management, invoice imaging, and accounts payable automation services
- Application Management Services (AMS): including day to day configuration and 'break-fix' support, release management, business process health checks, and strategic roadmaps and planning

Payroll is a central component to OSV's HR BPaaS services offering and capability, with >550 of its clients adopting its managed payroll service offering (supporting ~40% of Workday's payroll module adopters). OSV's payroll operations conduct >3m payroll transactions monthly and actively processes ~3m pay-slips annually.

OSV targets Workday adopters headquartered in the U.S., Canada, and the U.K. and supports ~800 clients, with >550 of its clients adopting its tiered payroll services offering, supporting ~40% of Workday's payroll module adopters globally.

Its payroll services client base consists primarily (>80%) of middle-market organizations (those with 500 to 15k employees), paying ~5k employees on average across its client adopters. Its largest client has ~220k employees.

Scope of the Report

The report provides a comprehensive and objective analysis of OneSource Virtual's payroll services offering, capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

Payroll Services Vendor Assessments also Available for:

activpayroll
ADAM HCM
ADP
Alight/NGA HR
Ascender
AscentHR
Ceridian
CloudPay
Conduent
Immedis
Infosys
Neeyamo
OneSource Virtual
Papaya Global
PayAsia
Paychex
Payzaar
Ramco
Safeguard Global
SD Worx
TMF Group
UKG
Zalaris

About The Author

Pete is HR Technology & Services Research Director at NelsonHall, with shared responsibility for HR Services research globally with Nikki Edwards and Liz Rennie. Pete covers HR Services research in payroll services, global employer of record services, and HCM technology.

Pete has been part of NelsonHall's HR Services analyst team since 2016, providing comprehensive and insightful coverage of HR services markets in the world. In particular, he is known for his extensive knowledge and coverage of the global payroll outsourcing market. Pete assists both buy-side and vendor organizations in assessing opportunities and supplier capability across HR service lines.

Pete can be contacted at:

- Email: pete.tiliakos@nelson-hall.com
- Twitter: [@petet_NH](https://twitter.com/petet_NH)



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall's research is based on rigorous, primary research, and is widely respected for the quality, depth, and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466
Phone: +1 857 207 3887

London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD
Phone: + 44(0) 203 514 7522

Paris

4 place Louis Armand, Tour de l'Horloge, 75012 Paris
Phone: + 33 1 86266 766

Copyright © 2021 by NelsonHall. All rights reserved. No part of the publication may be reproduced or distributed in any form, or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher. The information provided in this report shall be used only by the employees of and within the current corporate structure of NelsonHall's clients, and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organization without prior written consent of NelsonHall. NelsonHall exercises its best efforts in preparation of the information provided in this report and believes the information contained herein to be accurate. However, NelsonHall shall have no liability for any loss or expense that may result from incompleteness or inaccuracy of the information provided.