



NelsonHall
TRANSFORM THROUGH INSIGHT

Vendor Profile

Payroll Services

OneSource Virtual

Report Abstract

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By Elizabeth Rennie

Principal Analyst

NelsonHall

7-pages

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Who is This Vendor Assessment For?

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

- Sourcing managers monitoring the capabilities of existing suppliers of 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 Payroll Services sector.

Key Findings & Highlights

OneSource Virtual (OSV), founded in 2008 and headquartered in Dallas, TX, is a privately held Workday-focused service provider offering deployment, maintenance, HCM, and F&A services on the Workday platform. It is a Workday dedicated business with 14 years of experience, ~970 customers, and is supported by ~1,200 employees.

OSV seeks to meet the needs of the Workday market with complementary operational products and services, including the application of technology such as robotic process automation (RPA). In 2013 OSV's patented its proprietary Atmosphere application to offer advanced in-tenant operational features to support Workday services. OSV has continued to invest in technology to digitalize and automate processes and has a suite of Workday-specific products to enhance Workday technology.

OSV's core businesses (with an estimated share of revenue):

- Professional Services: including Workday HCM and financial management, Adaptive Planning deployments, and strategic consulting to support organizational transformation (15%)
- Payroll and HR Services: including global payroll services (where the U.S., Canada, and U.K. payrolls are typically serviced on the Workday platform and additional countries are supported through a partner network), workforce administration, employee verification, garnishments, tax, benefits, and COBRA administration. In this business, all clients adopt payroll and/or tax services, and a subset adds HR services alongside (40%)
- Finance and Accounting Services: including invoice pay and supplier management, invoice imaging, and accounts payable automation services (10%)
- Application Management Services (AMS) for the Workday HCM and Financial platform: including day-to-day configuration and 'break-fix' support, release management, business process health checks, and strategic planning (35%).

OSV's managed payroll services business supports ~575 payroll clients servicing ~2m client employees.

Scope of the Report

The report provides a comprehensive and objective analysis of OSV's Payroll Services offerings and 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 Assessments also Available for:

activpayroll

Alight

AscentHR

BDO

CloudPay

Conduent

EY

Immedis

Infosys

isolved

Neeyamo

Papaya Global

Paychex

PayGroup

Payslip

Payzaar

Ramco

Safeguard Global

SD Worx

TMF Group

UKG

About The Author

Liz Rennie is the HR Technology and Services Research Director with global responsibility for key HR research projects, including Cloud HR Transformation, Benefits Services, and Payroll, as part of NelsonHall's wider HR Technology & Services practice.

In this key role, Liz assists both buy-side and vendor organizations in evaluating opportunities and capability to support HR and benefits transformation through deploying cloud-based services and redesigning HR service delivery to leverage the latest technologies offered by mobile, AI, blockchain and robotics.

Liz can be contacted at:

- Email: elizabeth.rennie@nelson-hall.com
- Twitter: [@erennie_](https://twitter.com/erennie_)



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

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