How ABC Fitness Solutions Uses Workday and OneSource Virtual to Gain Results

In January 2018, Thoma Bravo, LLC, a private equity firm based in San Francisco, CA, acquired ABC Fitness Solutions. With more than 7,000 health clubs across the United States, Canada, Mexico and Puerto Rico, ABC Fitness Solutions’ drive to succeed keeps gaining momentum and shows no signs of slowing down.

THE WEIGH IN

In 2014, ABC Fitness Solutions decided that they needed to look for another HR solution.

“We’d been with our previous provider since 2011,” says Kristy Harper, director of people operations for ABC Fitness Solutions. “It was not meeting the needs of our department or the company, and it had very limited functionality. The only thing you could do was pull an Excel file and send to whoever needed it.”

ABC Fitness Solutions also needed a payroll service solution. With a small, 11-person HR team, they depended on a service provider to handle banks deposits, garnishments and payroll taxes.

“We didn’t have the manpower to process these services in-house,” Harper says. “We designated one payroll person to enter the data information, but it was our payroll service provider who processed these requests.”

With roughly 800 employees, ABC Fitness Solutions was stabilized to meet the needs of the market but needed a scalable HR solution and payroll service provider if they experienced major growth.

“We service major clients all over the U.S. and some in other countries that may have 5,000 locations,” says Harper. “We also have a lot of regionally located club chains and franchises, and small mom and pop shops that may have one or two clubs in a town or city.”

CHALLENGE

- Find an HR and finance solution to meet the needs of their organization
- Find a payroll service provider capable of scaling with their needs
- Replace legacy systems with limited functionality and resources

SOLUTION

- Workday HCM and Financials
- OneSource Virtual Payroll Administration
- OneSource Virtual Garnishment Fulfillment
- OneSource Virtual Payroll Tax Service

BEyyEFS

- Reduced time and cost
- High-performing cloud-based system
- Clear real-time visibility into data

CUSTOMER PROFILE

ABC Fitness Solutions is a leading software and billing provider in the health and fitness industry. Founded in 1981 by Jim Bottin, ABC Fitness Solutions offers cutting-edge technologies such as DataTrak, an advanced health club management tool that streamlines daily operations for fitness clubs and gives them access to customized reports.
In 2017, ABC Fitness Solutions hired a new CFO, Andrew Landrum, who ultimately brought Workday to the table as their HR and finance solution.

“Our new CFO used Workday at his previous company, and he loved it,” Harper says. “He felt it was the best solution to alleviate our technical concerns since the finance team was also working with legacy systems, especially billing.”

Workday did a demonstration, showcasing its capabilities for finance and HR.

“It was great,” Harper says. “We knew the restrictions and limitations we experienced with our previous provider would be eliminated with Workday because everyone would have access to the data at the same time.”

ABC Fitness Solutions was also transitioning to their new owner, Thoma Bravo, LLC, at this same time.

“Our new owners were a private equity that needed a lot of advanced reporting we didn’t have to provide previously,” Harper says. “They approved of us moving to Workday because they had a monthly reporting workbook that required heavy headcount and transition reporting.”

In December 2017, ABC Fitness Solutions partnered with Workday for their HCM and Financial Management solutions.

On April 4, 2018, ABC’s HR and finance departments began their Workday deployments with OneSource Virtual.

“Our HR department decided to do a six-month deployment to go live on Sept. 23, 2018. The finance department decided to do a nine-month deployment to go live on Jan. 3, 2019.”

With such short deployment timelines, Harper says there were some concerns.
Data conversion was another concern.

“Because we did not have the technological resources, we were going to have to convert our own data,” Harper says. “The payroll team chose to covert three-quarters worth of data for the HR deployment.”

“Our payroll team converted all of the 2018 W-2 employee information, plus anybody that was a former employee,” she adds. “Then, we converted all of our benefits information. That also included converting employees that would’ve been eligible for ACA reporting in 2017 or 2018.”

Lastly, the payroll team was concerned about converting their business processes.

“Our business processes were out of the box built into our old system for us,” Harper says. “We were fearful of having to build our business processes from scratch. We had no idea what that would look like or if we would get it right.”

All of Harper’s concerns were put to rest with OneSource Virtual’s attentive Professional Services team. “OneSource Virtual came on site to make sure we properly executed certain steps,” she says.

When measured, OSV’s deployment strengths appeared in these three areas:

01 **STRUCTURED PROJECT MANAGEMENT**

“OneSource Virtual utilizes iMeet as a project ticketing system. We found this beneficial in keeping everyone on track,” Harper says. “It provided very transparent communication, because anybody could go in and review the tickets and add knowledge transfers.”

Harper explains that OneSource Virtual could add text and spreadsheets to some of their streams. Then, ABC Fitness Solutions could go in the ticket and test the data and notate the changes needed, which helped streamline their end-to-end testing.

“It worked out really well. Each item on the spreadsheet was its own case, and anyone could test the exact same scenario and record their finding in the tickets,” Harper says. “It also gave us clear visibility to the tickets that still needed testing or a resolution.”

Harper also states that OneSource Virtual’s consistent communication helped to keep them on track.

02 **TRANSPARENT COMMUNICATION**

“We had a standard weekly phone call, and on that weekly phone call, all the streams support members were available,” Harper says. “The project managers kept a list and documented any issues we may have or found when doing certain tasks.”

“What we liked about OneSource Virtual was there seemed to be no silos. On the calls, if somebody in one stream was hitting a roadblock, someone from another stream would chime in to help. So yes, the communication was very good.”

Harper says they also had an amazing HCM consultant.

03 **WORKDAY EXPERTS**

“Our consultant, Brooke Dart, was amazing. She was extremely responsive and consistently put in knowledge transfers,” Harper says. “This was very important to us as a client, as we weren’t necessarily knowledgeable of the standard practices throughout the industry. She also uploaded screenshots and notated whenever she was able to fix something on her side.”
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KRISTY HARPER
Director of People Operations for ABC Fitness Solutions

THE RESULTS

The Workday HCM and Financials deployments were a success, and ABC Fitness Solutions hit its target launch dates.

“Our company really likes the Workday application,” Harper says. “We like the employment self-service because we have more access to the system than ever before. Our hiring managers love it. The visibility into the recruiting tool is amazing. And we’ve reduced a lot of paper and emails.”

“To me, we haven’t even touched the tip of the iceberg with Workday. There is so much more we can do, and I’m excited to see where it’s going to take our department, and the company, in the years to come.”