



CUSTOMER CASE STUDY

OneSource Virtual Frees BJ Services with Employee Benefits Management

BJ Services is the largest North American-focused pressure pumping services provider to oil and gas companies.

“We’re a 150-year-old brand name, but this current rendition of BJ Services is only three years old,” says Junaid Karimi, senior manager of compensation and benefits for BJ Services.

In December 2016, its parent company, Baker Hughes, divided its North America Land Pressure Pumping division to form the new independent BJ Services, which includes Allied Services and ALTcem, LLC. With numerous systems of record, they required a single HRIS solution. And more importantly, they needed an employee services provider to simplify and enhance their self-service capabilities.

THE CHALLENGE – CONSOLIDATING THEIR HUMAN RESOURCES OPERATING SYSTEMS

“Each of the founding companies came with their own HCM, benefits and payroll systems,” says Karimi. “So starting in 2016, we were under various systems before consolidating under ADP Workforce Now and then finally Workday.”

OVERVIEW

	HEADQUARTERS Tomball, TX		2,300 EMPLOYEES
	LIVE WITH OSV 2017		INDUSTRY Energy; Oil

“When you have multiple systems of record,” Karimi adds, “if one thing goes wrong, it’s impossible to know how far out and how deep it corrupted the other systems. To locate all of the bad data, you have to open up and explore all of the other engines. It’s an inefficient administrative burden that we eliminated by having Workday.”

THE SOLUTION – WORKDAY AND ONESOURCE VIRTUAL

BJ Services partnered with OneSource Virtual on June 30, 2017, and went live with Workday on July 1, 2018.

“We need to focus on the strategic aspects of the business as opposed to doing day-to-day blocking and tackling administrative tasks. And partnering with OSV has allowed us to continually do what we do best, and that is BJ Services.”

JUNAID KARIMI

Senior Manager, Compensation and Benefits for BJ Services



Workday HCM Modules Implemented:



BENEFITS



TIME AND ATTENDANCE



ABSENCE



ANALYTICS



RECRUITING



PAYROLL

THE POWER OF WORKDAY

“Data can make or break businesses these days,” Karimi says.

“Our leaders were attracted to Workday because it alone provided us with the ability to rule our data.”

“The power of Workday comes from it being a business tool, as opposed to being just a garden variety HR tool that does your benefits and payroll,” he adds. “That was the appeal of Workday to our leadership. Workday is cloud-based and provides real-time insights that help drive business decisions.”

ONESOURCE VIRTUAL – THE STRONG EMPLOYEE SERVICES PARTNER

Because they are in the oil and gas services field, BJ Services’ margins are constantly squeezed. They needed HR services that could scale up or down with the economic changes around their business. In 2017, BJ Services’ HR technology leader advocated for OneSource Virtual to be their Workday deployment partner and human resources services partner.

“There are players that do implementations and some type of AMS or configuration work, and then there are players that do day-to-day admin work,” Karimi says. “We chose OSV because they could do all three and more.”

When BJ Services chose OSV, they gained more than an end-to-end service partner—they gained Workday-exclusive expertise that would provide strategy and support for all their HR business service needs.

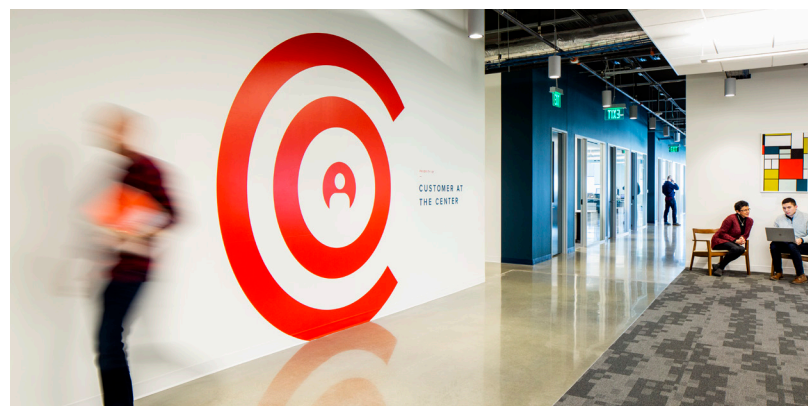
“Our philosophy is that we need to be in the BJ Services business and not specialize in benefits services,” Karimi says. “Even if we could do this in-house at an expert level, why would we want to? It’s not our specialty; we have our business to focus on.”

Through OneSource Virtual, BJ Services receives unified benefits and COBRA administration services. Delivered in-application by a team of Workday Benefits application experts, OSV not only prevents redundancy and errors, but also monitors business-critical events to scale their services and reduce costs for their customer.

THE RESULTS – FUTURE FORWARDNESS, STABILITY, GREAT HEALTH AND PRODUCTIVITY

“We’re enjoying Workday as our single HRIS platform for benefits, time and attendance, absence, payroll, analytics, recruiting and much more. We’re also enjoying the future-forwardness and stability that Workday and OneSource Virtual offers,” Karimi says.

“Because of the time we’re saving, we’ve been able to bring on a healthcare advocacy provider to help our employees make better decisions. This is a win-win for both the employees and the company,” Karimi says. “We also brought on a health and productivity platform that promotes healthy behaviors among our employees for the sake of health and safety. In the oilfield business, health and safety are paramount.”





“We want to help existing employees focus on their core jobs without distraction, and choosing OSV as our HR-as-a-service partner has helped us do just that.”

JUNAID KARIMI

Senior Manager, Compensation and Benefits for BJ Services

“We’ve also implemented financial and mental health benefit services during our deployment of digital and on-demand services to our employees and their families during the pandemic,” Karimi adds. “The OSV call center was a critical component of brokering and registering our employees in those services as part of our custom WFA workflows.”

UNMATCHED WORKDAY EXPERTISE

“We’ve enjoyed the stability of having the same service delivery lead for almost two years now,” Karimi says. “She has the depth of expertise we were looking for and is the poster child for what every service delivery lead should be.”

“People matter. Having little to no personnel changes and a consistent service delivery partner is the gold standard for most clients. It certainly is for us,” Karimi says. “We’ve developed a relationship with our service delivery lead, and we trust in her expertise. That is hard to achieve if the account is rolling around to different leads.”

THE FUTURE – WORKFORCE ADMINISTRATION EXPANSION

Since achieving limitless scalability with OneSource Virtual, BJ Services plans to expand its partnership with Workforce Administration.

“Two years ago, we had 4,000 full-time employees; today, we aren’t even at 2,500,” Karimi says. “Because we are in this very cyclical economic climate driven by oil prices, it just doesn’t make sense for us to have internal staffing as well as providers. Having that one consolidated relationship with OSV is paramount to us.”