



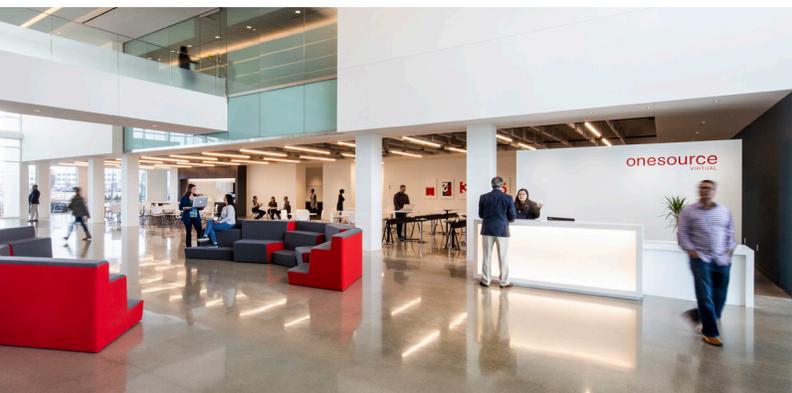
CUSTOMER CASE STUDY

The Architecture Behind OSV and HKS's Sturdy Partnership

HKS Maregatti Interiors provides services that include architecture, planning and development, programming, project management, structural engineering, interior design, graphic design, branding, clinical solutions, and medical technology planning. Its projects include corporate headquarters, office buildings, healthcare facilities, sports facilities, hotels and resorts, banks, justice and aviation facilities, religious structures, public buildings, multi-family housing, educational facilities, and retail and industrial projects.

The company was founded in 1939 and is headquartered in Dallas, Texas with additional offices in the United States, Latin America, the United Kingdom, UAE, Singapore, India, and China.

HKS's impressive portfolio of completed projects includes: AT&T stadium in Dallas, Lucas Oil Stadium in Indianapolis, and U.S. Bank Stadium in Minneapolis. The Ritz-Carlton at Half Moon Bay and Bachelor Gulch, as well as the Crowne Plaza Ningbo Xiangshan Sea View NINGBO, CHINA, as well as Hospitals and medical centers around the world.



OVERVIEW

OSV did HKS's Workday deployment. They went live in January 2013 and have been their proud partner ever since.

- HKS has nearly 1,400 employees in 50 states.
- OSV processes nearly 3,000 on cycle payroll transactions for HKS each month, plus dozens of off cycle payments.
- 75% of the payroll transactions OSV processes for HKS are direct deposit.



HEADQUARTERS
Dallas, TX



1,400
EMPLOYEES



FOUNDED
1939



12,000+
INVOICES

PROVEN EXPERTISE

“I don’t have to hire IT resource when Workday has a new release. I can count on OSV to do all of the testing for me, and to educate me about the changes that I need to be mindful of. The actual testing, understanding what these changes are, and understanding how these changes impact the payroll processing—that’s all being done by OSV. If we were to do it in-house, we would definitely have to hire someone on the IT side who is able to decipher these new releases, understand them, test them, and sign off on them. OSV does all of this for us.”

“At the end of the day, I feel good about our taxes because I know OSV will take care of it. OSV will make the deposit. OSV will file the tax return. And if they encounter an issue like a missing tax ID, or negative wages, or return not balancing, they proactively contact us a month before the quarter ends. They provide reconciliation reports and balancing reports. They also have a neat dashboard that tells me at any given time where they are in the process of filing all of our taxes: how many returns we’re supposed to file, how many have been filed, how many returns are in process, and the overall status of the filing.”

MEASURABLE SAVINGS

“We went from three FTE’s to one FTE as a result of our partnership with OSV. We have grown domestically and internationally since our partnership with OSV began. We have employees in nearly every state, from Seattle to New York, and from Florida to California. If HKS were to double its employee base overnight, I have absolutely no doubt that OSV would be able to handle it.”

“The service we’re receiving from OSV would cost us 30% more had we gone with another vendor.”

“I don’t see HKS ever being able to do what OSV has been able to do for us with federal, state, and local taxes. If we had to do it in-house, we would probably have to increase Payroll Team headcount. Instead, we are leveraging OSV’s infrastructure, their processes, and their resources to get the job done at one tenth the cost of doing it in-house.”

UNCOMMON CUSTOMER SERVICE

“In 2017 while processing our employee W2s, an error was made by HKS just prior to sending them over to OSV for printing and distribution. I contacted OSV the moment I realized a mistake had been made. They worked with us to fix the error even though we were past our contractual deadline with them. OSV was able to stop the printing, preventing us from having to print W2cs for our entire employee population. It was incredible that they literally stopped the presses for HKS, and our employees only ended up with one version of their W2s. Hats off to a great OSV team for this incredible customer service.”

UNWAVERING CONFIDENCE

“I’ve used other tax services, and I think that OSV has really come a long way toward gaining the trust and confidence of HKS—that the job will be done and it will be done the right way the first time.”

“I don’t have to worry about our taxes. I don’t have to worry about the direct deposits or the garnishments or the payroll. Because I know that OSV is taking care of it.”

“When our contract with OSV was coming up for renewal, our great service from OSV enabled us to just sign the new contract with them and send it back—without having meetings or inviting bids from competitors. That speaks volumes about our confidence in OSV.”

UNLIMITED SCALABILITY

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