



CUSTOMER CASE STUDY

THE CHALLENGE

As part of their commitment to improving their patients' lives and providing their employees with a great place to work, Jazz Pharmaceuticals outsourced their human resources information system (HRIS) and payroll processing functionality to allow their payroll team to focus on more strategic goals.

"But our previous providers did not perform well at all," says Yelena Khaymovich, associate director of payroll at Jazz Pharmaceuticals. "They were making a lot of errors in reporting and in payroll processing, and we had quite a few W2s missing every year."

To resolve this, Jazz decided to pursue a single application solution and a service provider that would help them alleviate all their U.S. payroll and payroll tax issues.

THE SOLUTION

After an extensive evaluation of all top payroll providers, Jazz reached the decision to go with Workday, a cloud-based HR application.

"We wanted to have more control of our HRIS and payroll processing, and Workday seemed to be the best solution," Khaymovich explains. "It offers flexibility and great reporting and support, which were our top goals for an in-house system."

Jazz also chose to partner with OneSource Virtual to handle their Workday implementation and conversion, and provide them with payroll and payroll tax support.

"Accuracy and scalability are a must for our payroll team," Khaymovich says. "OneSource Virtual seemed like a great company to offer these critical skills."

OVERVIEW

Jazz Pharmaceuticals, (NASDAQ: JAZZ), is a biopharmaceutical company that specializes in providing medications dedicated to hematology and oncology patients. Headquartered in Dublin, Ireland, Jazz Pharmaceuticals is a global company with more than 1,200 employees in 13 countries.



LIVE SINCE
2011



HEADQUARTERS
Dublin, Ireland



1,280
Active Full-time Employees



INDUSTRY
Pharmaceutical

"I was really impressed with our benefits specialist. We are currently working on benefits in the UK and Ireland. We asked our specialist some very complicated questions, and she knew the answers right away."

"I think the benefits support team is one of the best we've received from OSV. The team is professional, personable, and accommodating. When we have new hires who have general questions about how to complete their open enrollment and benefits in Workday, OSV responds to them very quickly."

ORTIE MARTINEZ

Senior Manager, HR Systems

THE RESULTS

Since partnering with Workday and OneSource Virtual, Jazz Pharmaceuticals' payroll and payroll tax data inaccuracies have improved drastically. With the combination of OSV's customer success team, and the real-time visibility provided by OSV's in-application service delivery, this is no surprise.

"I've been fortunate to work with such a great customer success team at OSV. More specifically, my customer success manager Victor," Khaymovich states. "He is always on top of any outstanding issues and accelerates the process to make sure they are handled in a timely manner."

With OneSource Virtual, Jazz Pharmaceuticals' payroll team has yielded positive results year over year. Measuring the annual success by the number of cases opened, their resolution time and employee engagement, Jazz's payroll and payroll tax processes keep getting better.

"We are very happy with the results," Khaymovich says. "Last year, we had over 25 outstanding open cases. I am proud to say we only have two cases open today."



DATA POINTS

900+

EMPLOYEE PAYMENTS
PROCESSED BI-WEEKLY

90%

EMPLOYEES ON DIRECT
DEPOSIT; 10% RECEIVE
PRINTED CHECKS

11%

OF EMPLOYEES ON
GARNISHMENT SERVICES

02

PAYROLL TAX CASES
OPEN TODAY

Additionally, OSV is helping Jazz improve their payroll processes by configuring the new features to their Workday application.

"There are only two people on our payroll team, so I heavily depend on OSV to handle all configurations," Khaymovich admits. "It's just another reason why we value our partnership with OneSource Virtual, because they are always helping us to make things happen."

"I know I can count on OSV as a partner because we both view our working relationship as teamwork, and if you view the working relationship as a team, it almost always guarantees success."

YELENA KHAYMOVICH

Associate Director of Payroll at Jazz Pharmaceuticals