

CASE STUDY – INNOVATION IS THE RULE.

How OneSource Virtual Redefined Payroll Tax Services

THE CHALLENGE

In 2016, OneSource Virtual (OSV) faced the challenge of transitioning all its customers from MasterTax, the industry’s leading payroll tax system, to a new payroll tax system after MasterTax’s new owner, ADP, launched an aggressive strategy to position themselves as a top provider of payroll tax services and technology.

With the clock ticking, OSV needed to come up with a solution that would provide customers with efficient and reliable payroll tax services while saving their customers valuable time and resources by:

- Streamlining payroll tax processes
- Processing and filing U.S. and Canadian payroll taxes
- Controlling costs

THE SOLUTION

After vigorous research, OSV found that none of the existing payroll tax systems could support their customers’ needs. As a result, OSV partnered with a software developer to create a totally new solution—TaxEx.

KEY ACCOMPLISHMENTS

- Drastically minimizes errors with a filing accuracy rate of 99.9%.
- Conducts over 150,000 payments and filing on a quarterly basis.
- Provides complete balance within Workday application (no external integrations required)

DATA POINTS

150K+

PAYMENTS AND FILINGS THROUGHOUT A QUARTER

300+

CUSTOMERS WITH OSV PAYROLL TAX SERVICES

5,320+

TAX CODES. SUPPORTED BY OSV-PROCESSED TAX PAYMENTS AND FILINGS

2,250

CUSTOMER-REPRESENTED CORPORATE ENTITIES/FEINS



Positioned as a software as a service (SaaS) solution, TaxEx redefined payroll tax services to exceed the business needs of today’s customers, providing them with unmatched visibility, real-time actionable reports, built-in audits and more.

Since its launch, over 300 customers have utilized TaxEx for their payroll tax services.

“OSV’s automation technology and meticulous approach to Project management allowed us to complete quarterly tax filing across the entire customer base ten days early last quarter.”

JEFF HUNTER

Sr. Director of Payroll Tax Operation at OneSource Virtual

Since its launch, over 300 customers have utilized TaxEx for their payroll tax services.

“TaxEx offers great functionality. Compared to our former payroll tax system, TaxEx has great reporting features, especially the daily report.”

JOHN PANTELIAS

Global Payroll Director of Zayo Group Holdings, Inc.

“OneSource Virtual’s payroll tax team responds quickly to all our inquiries. Our current payroll tax specialist conducts calls with us every two weeks to go over outstanding items, which helps to keep us on task.”

SHERRY GEBAUER

Payroll Manager of Zayo Group Holdings, Inc.

“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 hire two FTEs. 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.”

ALI KHAN

Global Payroll Director of Zayo Group Holdings, Inc.

“We file taxes in over 20 states. We have a very knowledgeable tax specialist at OSV. She is very good at explaining complex, detailed data for us to easily understand. She makes everything easier.”

DARLINA TSUI

HR Manager of Delta Electronics (Americas), Ltd.

SIX KEY DESIGN PRINCIPLES OF TAXEX



DATA VISIBILITY



DAILY BALANCE



SIMPLICITY



BPO



GOVERNANCE



PARTNERSHIP