

Altium Packaging on Turning Year-End Payroll from Chaotic to Manageable

The challenge

When managing payroll across multiple jurisdictions, each with its own rulebook, the administrative weight can be crushing. Altium Packaging discovered this firsthand as they expanded their Canadian operations. Quebec, in particular, added layers of challenges that required more than just standard payroll knowledge.

For Viky Delisle, payroll manager for Canada, the early days of managing Workday-based payroll in a Quebec environment were disorienting. She was new to the platform and navigating constantly shifting regulations. Quebec payroll comes with its own set of federal and provincial rules: T4s, RL-1s, and tax code requirements that don't apply anywhere else. When laws change, sometimes twice a year, simply keeping up isn't optional.

"The first year, I was new and didn't know the platform at all," Viky recalls. The primary challenge was learning the ropes with Workday on top of staying compliant with Quebec regulations most payroll providers haven't bothered to understand deeply.

A partnership built on specialized expertise

What made OneSource Virtual (OSV) the right fit was their approach to Altium's Quebec operations. Rather than apply a standard payroll template, they started by understanding the regulations Viky was navigating. That specialized knowledge was incredibly valuable to Viky and the Altium Packaging team.

To address Viky's specific needs, OSV built a customized Excel import template, an Enterprise Interface Builder (EIB), that let her upload the specific data and codes required for Quebec compliance. More importantly, they made the process something she could manage and control.

"OSV helped me do an EIB to make sure that I could upload whatever we needed to be on the T4 and all RL-1s to fix it," Viky says. "The laws change, but we did an EIB that was on Excel, so it was something easy to do."

Overview



Altium Packaging manufactures high-quality packaging solutions for food and beverage industries across North America.



Headquarters

Atlanta, GA



Industry

Manufacturing and Packaging



Employees

3,800+



OSV customer since

2018

The EIB they built became Viky's tool to manage Quebec compliance on her terms, in a format she could control. That customization, combined with OSV's willingness to explain how Quebec rules translate into Workday calculations, became the foundation of the relationship.

"What's important with our partner is that they're always accurate on the laws, because they're changing like every six months," Viky emphasizes. "They need to know it, they need to understand it, and they need to understand how the system is supposed to calculate it to make sure that at the end of the year, our T4 or our RL-1 in Quebec is accurate."

That depth of jurisdiction-specific knowledge is what most payroll providers skip over. OSV doesn't. For a company expanding into Canada, it's the difference between a smooth operation and a compliance nightmare.

Responsiveness that means something

Beyond expertise, what has really moved the needle for Altium is the way OSV handles support. Many payroll vendors have ticketing systems. Few really respond with the urgency that matters.

"What's nice with OSV is I can open a ticket anytime I want, so I don't need to call anybody," Viky explains. "The ticket will always be seen in the next [few] hours, and I can put a level of priority in the tickets. I can say, 'it's really important — it's urgent,' or I can say, 'it's just a question, so you can answer me later.'"



The real differentiator is speed. Because OSV is in-tenant, their specialists can see exactly what's happening in Altium's Workday environment in real time. There's no explaining your instance to a different person each time or waiting for a vendor to spin up context. The expert responding to Viky's ticket can jump straight into the issue.

"When it's really urgent, somebody will answer within the hours. Sometimes somebody is answering me at 4:00 in the morning, sometimes 8:00 at night," Viky says. OSV's Canadian payroll specialists handle issues directly, cutting out the escalation chains that eat up days.



[Year-end] could take me like, 80 hours minimum. Now it takes me two hours maximum."

- Viky Delisle, Payroll Manager at Altium Packaging Canada

Proactive compliance that saves time at the busiest moments

The real magic of OSV's approach shows up at year-end. For most payroll teams, year-end is a scramble. For Altium, it's become routine.

"You guys are saving lots of time, because of all the reports you're sending us to make sure we don't miss anything," Viky says. "Usually, January 3, my T4s are done. Before, my T4s were done January 31, or the first week of February."

This shift for Altium's team is significant. It illustrates the difference between a sustainable process and one that dominates a team's calendar during their busiest season. Being proactive throughout the year means the highest-volume moments are a breeze.

The real impact: from manual to manageable

The clearest measure of success is what changed in Viky's day-to-day work. "It's really a lot of saving there, too," Viky says. "[Year-end] could take me like, 80 hours minimum. Now it takes me two hours maximum."

That path to reduction came from removing friction — OSV absorbed the complex tax and compliance work, then provided reports and error validation that let Viky verify everything herself without introducing manual mistakes. Altium got their time back, and their year-end process came with ease, instead of being chaotic.

For Viky, the impact is tangible — she's not spending her days hunting down discrepancies or manually recalculating T4 boxes. She's verifying processed payroll on her terms and closing the year in the time it used to take to just get started.