

From Overtime to Family Time: How American Cancer Society Reclaimed Work-Life Balance with Workday and OSV

The challenge

A bold go-live date

Before partnering with OneSource Virtual (OSV), American Cancer Society's payroll team faced constant overtime demands. "We went from working overtime all the time to not working overtime at all," says Tina Thompson, American Cancer Society's payroll manager. The team was heavily involved in implementing both Workday and OSV simultaneously, launching on Christmas Eve in 2023. Going live on a new system during the holiday season presented obvious challenges, but the integrated approach made the transition smoother than Tina expected. OSV now manages their tax processing, garnishments, and employee disbursements through OSV NetPay. While they originally handled the entire payroll settlement process, American Cancer Society has since shifted to only ACH processing.

An implementation that felt like an extension of the team, not just vendor management

Going live on any new system is overwhelming even with the most prepared teams. Despite her heavy involvement in the implementation, Tina found herself navigating the typical growing pains: absorbing new processes, retaining critical details, and managing it all simultaneously. OSV's incremental approach and smooth integration helped her team stay afloat.



Overview



The American Cancer Society is a leading cancer-fighting organization with a vision of ending cancer as we know it, for everyone. They are the only organization working to improve the lives of people with cancer and their families through advocacy, research, and patient support, to ensure everyone has an opportunity to prevent, detect, treat, and survive cancer.



Headquarters

Atlanta, GA



Industry

Nonprofit – healthcare and cancer research



Employees

5,000+



OSV customer since

2023

"Honestly, the relationship with OSV when we went live was almost like it was a part of Workday, because we went live on both at the same time and it was just part of what we were doing," Tina explains. "So, the fact that it was a vendor, rather than part of Workday was not obvious. So, it made it easier."

This wasn't accidental. OSV's baby-steps approach helped Tina and her team gradually build confidence without feeling overwhelmed during an already demanding transition period.

Proactive approach through partnership and transparency

Quarterly guidance prevents problems before they happen

The working relationship with OSV has been defined by proactive support rather than reactive problem-solving. Tina has a dedicated tax manager who schedules quarterly meetings where they present potential improvements before they become issues. "He always brings things that we could do a better job on. Again, try to prevent errors and have things processed smoothly."

When they first went live, he didn't overwhelm Tina with everything at once. Instead, he introduced improvements incrementally, giving the team time to learn each process before adding the next. "Those baby steps are very helpful," Tina notes.



Real-time tax processing visibility

One of the standout features for Tina is the visibility OSV provides into tax processing. She can access actual copies of returns through OSVSphere — OSV's customer service platform — not just aggregate reports. This allows her to preview any out-of-balance situations ahead of time, so they can be corrected before filing rather than requiring amendments later.

OSV's proactive approach extends to auditing. The team conducts their own audits and opens tickets when they identify potential errors that could impact W-2s or cause out-of-balance tax situations. "We have time to fix things before it's a problem," Tina explains.



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- Tina Thompson Payroll Manager at American Cancer Society

Flexible service levels

American Cancer Society's payroll team strategically started with a higher level of service during implementation, knowing that learning a new system would be demanding. OSV could access their tenant directly and help Tina see exactly what she needed to see during those early months.

Once the team became comfortable with the processes, they reduced their service level. OSV had empowered them to develop their expertise and grow their wings before scaling back. "We don't need it anymore, but I think it's great we started with it, because it helped us learn," Tina notes.

Reclaiming time and improving year-end

The partnership between OSV and Workday transformed the way payroll looked for the American Cancer Society's team. Days that once required all hands on deck — with mandatory attendance and inevitable overtime — now run smoothly even when someone needs to be out. "If somebody has to be absent on a payroll processing day, it's okay. We can handle it."

Year-end processing, historically one of the most demanding periods, became significantly easier. "The difference in year-end has a lot to do with OSV and Workday. It was a very easy process."

Garnishment processing has also become streamlined. Some garnishments are sent directly to OSV, while others can be submitted via ticket and are handled quickly. OSV loads all garnishment documentation directly into Workday, ensuring everything is accessible when needed.

Most importantly, Tina and her team now have "time with our family that we should have had all along."