

Built to last: Del Monte Foods and OSV navigate change together

The challenge

Del Monte Foods was already live with Workday HCM when Angela Waters joined as senior payroll manager in May 2024. The company used UKG for time and attendance, but payroll processing happened through ADP, a separate system that handled tax, garnishments, and pay cards outside of Workday.

The setup created constant friction. "The two systems don't talk to each other with Workday and ADP," Angela explains. "You're cross-functioning and duplicating Workday efforts."

Data moved between systems through manual transfers. When corrections were needed — such as W-2C adjustments — ADP processed them off-platform and then sent results back for Angela's team for validation and reprocessing. The payroll team couldn't see what ADP's processors were doing or track who had touched specific transactions.

For Del Monte's finance department, reconciliation required requesting data from payroll rather than accessing it directly. Support came through generic service requests to unknown representatives, and building knowledge with a consistent team wasn't possible.



Overview



Del Monte Foods is one of the largest producers, distributors, and marketers of branded processed food for the U.S. retail market. The company's portfolio includes Del Monte, S&W, Contadina, College Inn, Kitchen Basics, Joyba, and Take Root. For more than 135 years, Del Monte Foods has been driven by its mission to "nourish families with earth's goodness," offering canned fruits, vegetables, tomatoes, and snacks picked at peak ripeness and packed within hours.



Headquarters

Walnut Creek, CA



Industry

Food production and distribution



Employees

3,000+



OSV customer since

2024

Angela had spent six years working with Workday payroll at her previous company and understood these limitations well. She'd researched OneSource Virtual's service tiers — from net pay calculation through full managed services — and knew an integrated approach could eliminate any duplicative efforts.

When Del Monte offered her the senior payroll manager role, she had one condition: OSV had to come with her.

Making the case for change

Angela presented the business case to Del Monte's leadership. She showed what they were paying ADP and demonstrated how OSV could deliver better service at comparable cost while eliminating the inefficiencies of maintaining disconnected systems.

"I told them I would take this offer if we could bring OSV along because I don't feel that continuing the same process makes sense when there's a more effective way," she recalls.

Del Monte agreed. Three months later, OSV began the transition process for a January 2024 go-live.



A partnership built during a challenging period

The timing added layers of difficulty. In addition to switching to OSV for payroll services, they were also handling an entity change and FEIN change, both effective on the same January 1 date. "The patience was exceptional because there was so much going on at the same time," Angela recalls.

Then, less than a year into the partnership, Del Monte filed for Chapter 11 bankruptcy protection. Many service providers might have reconsidered their commitment. OSV didn't.

"They have been with us through so many ebbs and flows," Angela says. "They field Chapter 11, and OSV has still continued to ask, 'Where can we help you? What can we do to help you succeed?' They're not giving up on the partnership."

That steadiness has meant everything. "It's not just after the 90 days. It's a continuation of you," Angela emphasizes. "Some companies give you that fluff of sales — here are these phenomenal people. And then after 90 days, what happened to those people? I've got the same people [with OSV.]"

Speaking the same language

For Angela, OSV's value starts with specialized expertise that's rare among Workday partners. "There aren't a lot of companies that deal directly with Workday payroll," she notes. "You have payroll partners for implementations and configurations, but to have that understanding of the fundamentals — compliance, multi-jurisdiction states, garnishments — it's hard to find someone who understands your language."

OSV's team speaks that language fluently. "They understand multi-jurisdiction states, understanding compliances for state locals, garnishments. It's having someone that's almost like an extension of your team."

The difference becomes apparent in daily operations. Angela describes her OSV team as people who "almost complete your sentences and know your knowledge." That familiarity proves critical for a company like Del Monte, which operates with union workforces and diverse cultural needs across multiple locations.

"Having someone aligned with what your expectations are and your business — super important," Angela says. "I wouldn't back up a company if I didn't feel they're meeting the needs that we have."

Visibility that builds confidence

The contrast with ADP extends far beyond responsiveness. With ADP's model, Angela explains, "You submit a service request and don't know who you're getting." Processing happens in a black box, invisible to the payroll team.

OSV operates directly within Del Monte's Workday tenant, providing complete transparency. "Everything that's happening in your tenant, you see," Angela says. "I can go in and find a settlement. I can see what OSV does. I know it's OSV's action because I can see it from a process monitor, from an audit trail."

That visibility proves especially valuable during compliance work. When handling W-2C corrections for 2024, Angela waited four days with ADP because the processing happened off-platform. "They do the processing of the wage and tax, they redo it, then I have to go in, do all the math again, and redo it, then approve it or not."

With OSV working in her tenant, she has confidence in real-time operations. "I'm seeing it and it happens. You don't have that with other providers."

Treasury access has streamlined financial operations as well. Del Monte's finance department can directly access reconciliation data without requesting information from payroll. "They don't even have to ask me when they're reconciling. They can see when all that money is coming in. I love that."

Supporting a diverse workforce



With 70% of Del Monte's employees being Spanish-speaking, OSV provided materials and support in Spanish to ensure all employees could access payroll information in their preferred language. "Our employees are our customers," Angela says. "They have done everything to accommodate our Spanish-speaking workforce."

A relationship, not a transaction

Angela has direct phone numbers for her OSV team members. She has regular bi-weekly meetings with her customer success manager. When she has cases open longer than she should, OSV follows up with gentle reminders rather than closing tickets. "It's almost like they nudge me, like a little poke: 'Hey, do you mind checking this out?'"



"I can tell you, working with OSV — having that connection, being on a first-name basis with the team I have — with other companies like ADP, you don't have that."

- Angela Waters, Senior Payroll Manager at Del Monte Foods

The team has adapted to Del Monte's unique operational needs throughout implementation and beyond, understanding the complexities of managing union workforces across multiple locations.

"With every company, I know people have probably said OSV years ago when they first started was 100% different, right?" Angela acknowledges. "They've grown. Look at the team — it's like a family. They've vetted a lot of people that they feel they need in the positions that they are. And look at the longevity of some of the employees. I think that says a lot for the value of a company."

For companies navigating Workday payroll operations, Angela draws a clear distinction between OSV and traditional payroll processors like ADP. "They're dealing with two different jobs. ADP is robotic — you have to go through these steps. With Workday, you're doing more of an in-house payroll processing. You need that service support that's in your tenant, where you both see the same thing at the same time and can collaborate."

Eighteen months into the partnership, with Del Monte working through significant business challenges, Angela's assessment is straightforward: "I can tell you, working with OSV — having that connection, being on a first-name basis with the team I have — with other companies like ADP, you don't have that."

