

How Innisfree Hotels Built Trust and Flexibility with OSV

The challenge

Innisfree's HR team is small, but their plate is full. With just six people split across benefits, payroll, and safety, Francesca Lupo, AVP of HR, and Melissa Johnson, senior payroll manager, were juggling multiple projects simultaneously. Every initiative felt urgent, and the constant context-switching left them feeling like they were always behind.

When Innisfree went live with Workday in 2021, they had already begun their journey with OneSource Virtual (OSV). But it was the depth of that partnership that completely changed how payroll worked for the team.

The relationship that changed everything

Melissa came on board at the end of 2021, already working within the OSV relationship that had been established. What struck her immediately wasn't just the technical setup. It was the human element that made the difference. "The relationship we've gotten, especially with our payroll specialist, has gotten to be really strong," she says. "It's a very trusting relationship."



Overview



Innisfree Hotels operates a national network of hospitality properties, delivering quality accommodations and service across the United States. The company is committed to creating great experiences for guests while building a strong, supportive culture for its team.

 **Headquarters**
Gulf Breeze, FL

 **Industry**
Hospitality, Hotel Management

 **Employees**
1,500+

 **OSV customer since**
2019

That specialist, Britney, understands their rhythm. She knows when monthly bonuses are coming, and she's already thinking ahead. When twice-yearly bonuses hit, Britney anticipates the tight timeline, works late to ensure everything's ready for review the next morning, and even proactively suggests options like same-day ACH when she senses urgency. Melissa describes it simply: "She goes the extra mile to make sure that she keeps up with our deadlines."



This level of partnership doesn't happen by accident. Francesca explains what makes it work: "She feels like she's an extended member of our team. We might not be working for the same company, but we feel like we're on the same team." Trust sits at the center of everything. Both leaders emphasize that handling sensitive payroll and HR information demands partners who keep that information secure and who understand the stakes.

Real-time visibility and real impact

One concrete advantage that stands out is access. OSV operates within Innisfree's Workday tenant, so Britney sees exactly what Melissa and Francesca see. When they needed to set up earned wage access through a separate vendor, what could have been a bureaucratic back-and-forth happened in days. Melissa opened a case, they discussed it, and it was done. Same with an Alabama overtime deduction code.

During a recent W-2 cycle, Melissa and Britney worked on the same report in real time, discussing changes and implementing them live — no screenshots or email chains. "There was no back-and-forth," Melissa says. "We were talking and looking at the same thing together. That was great."

Francesca sees how this efficiency cascades. "When something like that happens, you maximize the time that you have available. Being able to do that in real time is excellent because then the time that you get back can be allocated to something else."

Time to think, not just react

When OSV handles the transactional work, Francesca and Melissa have room to breathe. With six people managing benefits, payroll, and safety, they're constantly determining which project takes priority. "When we are able to kind of tackle one and progress and proceed, that means I have time where I can take one of these other projects and work on that instead of thinking, 'Am I still working on this project for the whole week?'"

That breathing room translates into strategic work they actually care about. Melissa puts it plainly: "We'd have to hire a whole other person if we didn't have OSV."

Trust in action

When it matters most - Trust tends to prove itself most during emergencies. When a hurricane knocked out the major bridge connecting Pensacola to their office, it landed during payroll week. The airport was closed. Checks were delayed. What could have been chaos stayed manageable because of how Britney handled communication. She kept their team informed. The moment they asked for an update, she had information. Francesca recalls: "The level of communication gave us that peace of mind to say they're coming. It's not 'we forgot,' or 'they're not coming', they're coming — they're on the way."

In the everyday work - Garnishment processing is complex and time-consuming. Britney takes most of that off the team's plate. Some garnishments go directly to OSV, others come through a ticket system. Once processed, OSV populates everything into Workday. Melissa doesn't have to chase anything down. "Once I send it in, I don't worry about it anymore. I know it's taken care of."

"We'd have to hire a whole other person if we didn't have OSV."

- Melissa Johnson, Senior Payroll Manager at Innisfree

Looking ahead

Francesca is thinking about what's next. "I'm really curious to see where we're going to be next year because things are moving so quickly. Curious to see what new technologies come our way and how we can really integrate it to benefit everyone that works for us, and us included."

or now, the payroll team at Innisfree has what they needed most: breathing room. Time that used to go to transactional work now goes to strategic initiatives, professional development, and projects that drive real business value. And they have a partner who understands their world, speaks their language, and shows up before they even realize they need something.