Customer Case Study

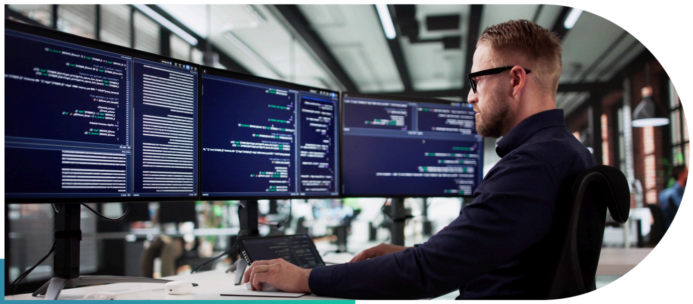
OneTrust: When Payroll Panic Meets the Right Partner

The challenge

Ricardo Rehkopf has spent 30 years in payroll. He started with paper timesheets for 5,000 nurses, manually calculating taxes each week to ensure employees were paid by Friday. He's worked in payroll across all sides of the spectrum — as a payroll operator in the weeds, on the provider side, and now managing an in-house global team from Madrid, Spain. That perspective of standing on both sides of the vendor relationship shaped how he approached a problem brewing in OneTrust's payroll department.

They were facing mounting pressure. High team turnover, scattered communication with tax agencies and Social Security, and compliance challenges across multiple U.S. state jurisdictions left payroll vulnerable. A staffing transition meant Ricardo's team was stretched thin, and complexity was compounding. He needed a partner who could absorb operational execution while his team weathered the transition.

Ricardo had seen this before. Years earlier, while managing payroll at a large organization with roughly 12,000 employees spread across hourly and salaried roles, he worked with OneSource Virtual (OSV). The relationship proved something significant: OSV understood how to operate inside a Workday environment, embedded as an extended team. No other payroll provider could claim that. When OneTrust faced similar challenges two years ago, Ricardo knew exactly who to call.



Overview

OneTrust

OneTrust is a U.S.-based software company that develops governance, risk, and compliance solutions focused on privacy, security, data protection, and AI governance.

Headquarters
Atlanta, GA

Industry
Technology and Software

Employees
1,800+

OSV customer since
2024

Making the business case

Knowing what you need and getting leadership to fund it are two different conversations.

"Basically, I had to sell it because there are other payroll providers out there," Ricardo explains. "So, I needed to ensure I provided the proper information so that I could sell it. And it was based on experience. Technology, expertise, and I presented that — all those details to my C-level, my CFO, and my manager at the time."

The pitch focused on problems and solutions, rather than pure sentiment. New hire reporting was creating compliance exposure across multiple states. Garnishment handling — uniquely complex in U.S. payroll and barely a concern in other countries — was consuming time and resources. Automation could free his team to prioritize higher-value work.

"One item that really gets me confused in the U.S. was garnishments," Ricardo notes. "The process is very, very different depending on what type of garnishment it is. Having a full service on that, where your teams have the communication and send the communications to the different agencies where the garnishments come from, or even sending the notifications to the employees, is something that's a plus having these services with OSV."

He also saw friction in other departments as well. Operations was handling employment verifications manually. "We can take this away. We can move into a more automated process, and this is something that OSV can help us out with," he told leadership. The way Ricardo framed it — reducing burden on other teams — resonated. Approval came shortly thereafter.

Implementation moved fast. OneTrust already had Workday in place. All they needed was OSV embedded within it. By January 1, 2024, payroll was live. Ricardo was stunned by how quickly his new payroll operations person ramped up despite having no prior Workday experience. "She was able to do a really good job learning it and also working with OSV, which OSV was supporting all throughout the process on how to create the cases, how to communicate with OSV, the best practices to do certain tasks," he recalls.

Support when it matters most

OSV's support proved essential during the next transition, as OneTrust underwent another staffing change. Ricardo's direct report was now carrying the bulk of U.S. payroll operations. When the reality of managing payroll across multiple states hit, panic set in.

"She's doing most of the work. And she was panicking, basically. 'Oh my god, it's a lot that has happened. We're talking about many different states in the United States.' And I said, 'Don't worry about it. We have OSV. OSV is able to support and help us through it,'" Ricardo recalls.

It wasn't an empty reassurance. At that exact moment, his team was in active conversation with OSV's team working through the specific steps needed to hit Friday's payroll deadline. "My direct report is having a conversation with your team, in terms of where we're at with the current payroll, what is needed, and what we need to do — the different steps that are to follow so that we can pay people on time."

That's the moment when a service provider either becomes a liability or an asset. OneTrust could move forward confidently, rather than scrambling.

Why fully managed works

When asked why he chose the fully managed service tier instead of picking services à la carte, Ricardo's answer cuts to philosophy:

"I want to have the full package, because with that I can have the different services provided, including support. I am presented with the reconciliation by your team. All I need to do is have those high-level conversations with my stakeholders."

In other words, accountability shouldn't be split when you partner with a payroll provider. Expertise and specialized knowledge are best when consolidated, and handoff points are few and far between.

That approach frees his team to do what they do best: manage payroll operations and maintain good relationships with employees. The alternative — asking a small payroll team to become taxation experts, garnishment specialists, and authorities on Workday configurations — isn't realistic. It's also expensive.

Ricardo is direct about what drives that choice: technology. "I know Workday, but I don't know the whole ins and outs and configuration part of it. I can guide in terms of where I need to be, and that I know how Workday works and what it can give me. But then I need a partner that can tell me, 'This is how you do it,' or 'This is what you would need to do,' and share the information with my HRIS team, for example," he notes. "Because we are moving into that advanced technology and Workday is bringing all this great stuff ... for a vendor to have that great knowledge and work within the Workday environment, I think that's key for me."

Ricardo exemplifies the mentality that the payroll provider should be the Workday encyclopedia, and his internal team shouldn't have to become experts just to execute payroll. Their job is to run payroll.

The payoff

Thirty years ago, Ricardo spent his week collecting paper timesheets, manually calculating federal and state taxes, and processing payroll for 5,000 people. Now payroll runs with minimal drama, even through transitions and staffing changes. Employees get paid accurately and on time. His team can focus on employee experience and compliance conversations rather than manual data entry and calculations.

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- Ricardo Rehkopf, Senior Director of Global Payroll at OneTrust

"It makes me think of how things changed for me in the past thirty years, when I was doing all these timesheets, adding them up to a more effective and automated way. And now we need to focus on the things that I actually need to focus on, which is making sure we have good employee relations, that we pay people on time, that we don't miss that."

Thirty years in payroll taught Ricardo one lesson: the technology matters, but the partner matters just as much. For OneTrust, that means Friday payroll runs without the drama.