Customer Case Study

onesource VIRTUAL

How RAVN Aerospace's Two-Person Operations Team Gained Their Time Back

The challenge

RAVN Aerospace flies fighter jets for adversary air training. Nikki Witherspoon, the company's VP of Business Operations, keeps the ground side running: HR, accounting, finance, IT, and office management, with one assistant. "I sit in the office and I play with computers all day," she jokes, "and make sure that the guys that fly the planes and fix the planes are good to go."

In the three and a half years since she joined, RAVN has grown from about 20 employees to closer to 75. The admin team has since stayed at two.

As a government contractor, RAVN Aerospace must meet the Cybersecurity Maturity Model Certification (CMMC) requirements, which include using approved providers for the software it runs. Payroll was the gap. Nikki found a few options that fit how RAVN works, and Workday was the strongest.

RAVN was offered a couple of payroll processing options, including OneSource Virtual (OSV). Nikki had never heard of OSV, and her main question was a practical one: "How is my life going to look like after I sign this contract? Is it going to be easier?"



Overview

RAVN aerospace

RAVN Aerospace is a government contractor that operates a fleet of fighter jets and provides adversary air training, warfare readiness, and repairs, and maintenance.

Headquarters
Houston, TX

Industry
Aerospace and Defense Contracting

Employees
75

OSV customer since
2024

"I have a very lean team," she explains. "It's only me and one other person, and we do everything across the board. So, I needed something that could be implemented fairly quickly and give me my time back so I could do other things."

She says that was checked off almost from the first conversation. "It's just been all rockets firing the same direction at this point. OSV was a no-brainer for me."

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Live in three months, with an advocate in their corner

RAVN signed in November 2024 and ran its first payroll on April 1, 2025. Nikki and her assistant were learning Workday while keeping their regular jobs going, and leading the change meant asking coworkers to adopt an entirely new system. "Now we're the evil ones in the company," she teases.

During implementation calls, her OSV customer success manager could sense Nikki's frustration at points. A text would follow, asking to talk afterward, and smooth any concerns. She then conveyed Nikki's perspective to the project managers so the deployment team would understand what a first-time customer is dealing with. "She has saved us all multiple times because that frustration is real," Nikki says.

The relationship has since reached beyond Nikki's desk. RAVN's C-Suite now call the customer success manager by name. She has visited the site, met the team in person, and helped Nikki advocate to senior leaders what two people are accomplishing across every area of Workday. Some of those leaders have asked whether Nikki's team needs more help. "We talk about them as if they're part of the team. Because they are."



The payroll crisis nobody else noticed

On one payroll day, Nikki and her assistant accidentally clicked something in Workday they couldn't identify, and they needed answers fast. Pay was due, and employees needed to be paid before midnight. At the start of her contract, OSV had given Nikki a list of contacts and instructed her to call anyone on it if anything arose. The first person who answered said, "Nikki, I got you."

That person answered the question while texting a colleague on another line, and a case was open before the call ended. Everyone was paid on time. "No one knew that we were freaking out but myself, my assistant, and that poor lady that answered the phone." Nikki says that with any other provider, it would have meant having to file support tickets and explain the situation again and again to strangers. "That would've never happened anywhere else. Ever."



An extension of their benefits team, found by accident

Partway through the implementation, Nikki got curious and clicked around the project management tool OSV uses with new customers. One screen led to an OSV page listing everything the company does. Benefits was another area RAVN was looking to consolidate, and she hadn't known OSV offered it. She took a screenshot and emailed her customer success manager. "Is this legit? Is this real? Do you guys do this?" The answer was yes. "Send me some sort of contract or something. I need you guys to do this."

Open enrollment was looming, and Nikki had already figured she would have to hire someone to run benefits. Instead, OSV had RAVN scheduled for benefits onboarding before the Workday HCM implementation even wrapped, and the next open enrollment ran under OSV. "It was as smooth as it could be," Nikki reflects. The few hiccups came from RAVN's previous benefits broker, which didn't integrate with Workday.

Growing without adding desks

Nikki estimates that OSV has spared her about five hires: one for benefits, two for payroll, and two more once OSV takes over accounts payable. RAVN's C-Suite has asked that everything the company adds be scalable, and OSV grows with the company without another desk or computer.

Finance is the next step. RAVN is implementing Workday Financials, moving off a legacy system it had used for only a year. Nikki asked her executives what they wanted, took the list back to OSV, and every item was covered. OSV already works inside RAVN's Workday tenant, so there was nothing extra to set up. Nikki mentioned that a company at RAVN's size often runs on ten different software programs. She just wanted one unified platform, and she had no interest in another login. "I can't remember my password as it is right now." Because OSV operates within RAVN's tenant, adding capabilities meant no extra logins.

She now teases her OSV reps that she'll test whatever they release next. "I volunteer as tribute," she says. "I will be the guinea pig."

Her advice for similar organizations is to picture the ideal department, work backward to the hours it takes today, and put a price on that time. "We psych ourselves out before we actually do the relevant research on what that cost analysis would be," she says. Of the OSV team, she says, "They're the reasons why we're a loyal customer at this point."

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