



How RHA Health Services transformed their benefits processes with Workday and OneSource Virtual

With approximately 6,000 employees across Georgia, Florida, North Carolina, and Tennessee, RHA Health Services specializes in treating patients with intellectual and developmental disabilities, in addition to providing mental health and substance use services.

Founded in 1989, RHA's leadership began searching for a new HRIS solution in early 2017 that would allow them to unify their scattered business processes under one umbrella. This, of course, would mean leaving behind other solutions that they'd been relying on for years.

"Our systems were very fragmented," says Jackie Smith, benefits specialist for RHA, speaking about their previous benefits system.

"There were a lot of puzzle pieces you had to put together from onboarding payroll to benefits."

That said, Jackie felt that their benefits system was robust and was unsure of what another solution would be able to offer them.

But that was before she had hands-on experience with Workday and OneSource Virtual.

Overview

 **Headquarters**
Atlanta, Georgia

 **Industry**
Health Services

 **Customer since**
1989

 **6,000**
Employees

It's better when everything is integrated

RHA's Workday implementation kicked off on April 4, 2017, and they went live five months later on Sept. 4. The benefits component of their implementation went live the following year on April 7, 2018. Since then, any initial concerns Jackie had about leaving their benefits vendor have faded.

"I'm not really sure there's anything Workday can't do," Jackie says. "It's better when you have everything integrated in one system, under one hood."

She began to get a taste of Workday's massive potential during the implementation process when she could see how RHA's scattered processes were starting to fit together.

"I could see everything Workday was doing, especially with onboarding and benefits," she says. "Being able to see how we could configure events to just happen, it was like, 'This is pretty cool!'"

As they spend more time with Workday, Jackie is excited about the possibilities, especially when it comes to Workday's powerful capabilities around dashboarding and reporting.

"Benefits is very expensive," she says.

With the visibility dashboards provide, Jackie and RHA's financial services team will have the insights necessary for conducting critical comparative analyses in the future.





Making benefits more doable

Jackie's experience with Workday has only been enhanced by her partnership with OneSource Virtual.

"The OSV Benefits Service Center is so impressive and the support is excellent. I can't say enough about the entire team," she says.

The help she's received from OneSource Virtual has been critical in helping RHA navigate its unique needs regarding benefits by providing assistance and support to unique workforces with rapidly changing needs and complex business structures.

"The benefits service team at OSV has been spot-on in checking our records and giving us an extra set of eyes," she says. "They ensure our practices are in compliance with applicable laws and that we are meeting our operational protocols and processes."

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Jackie Smith

Benefits Specialist for RHA

But OSV also does more than that.

That level of honesty, transparency, and expertise has been vital for RHA and enabled them to rehire previous positions in the benefits department.

"If it wasn't for the OSV Service Center and the relationship and the efficiencies we've gotten out of Workday, I would not be able to do this job," she says.

That's unimaginable when it comes to something like open enrollment, but even just her normal workload. With OneSource Virtual to support her, she has more time to focus on other critical HR tasks, and is empowered to work more closely with RHA's benefits vendor.

"Before, it was challenging to give everything my attention," she says. But that's all different with OSV to help her.

"That, to me, is just so valuable."